

***Los Alamos National Laboratory  
Community Leaders Study  
October 2009***

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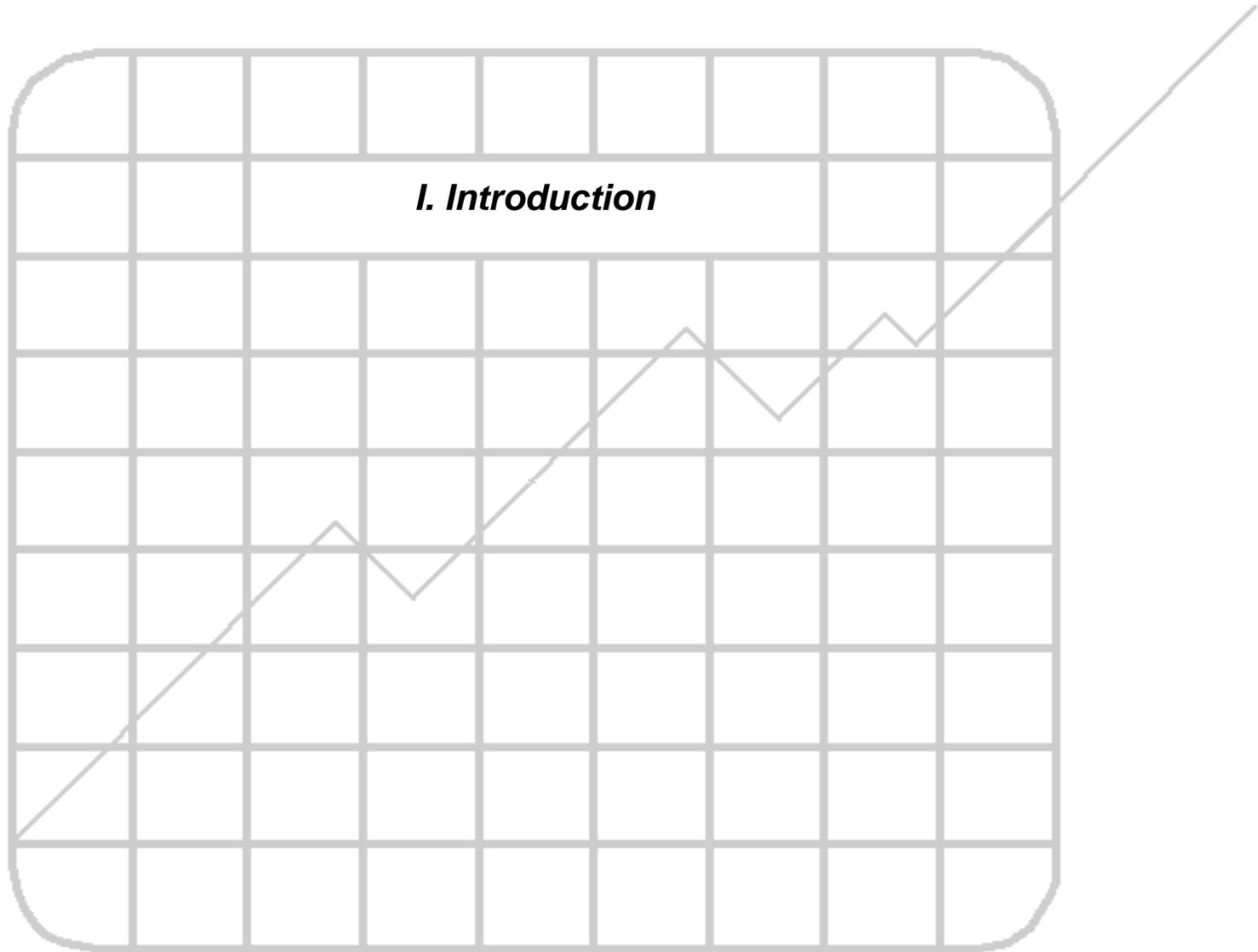
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## Methodology

This tracking study was commissioned by Los Alamos National Laboratory. The objective of this study was to measure the Laboratory's perceived progress in maintaining community relationships and listening and responding to the needs of the communities in Northern New Mexico under its contractor, Los Alamos National Security, LLC. The study also measures changes in Community Leaders' awareness and satisfaction levels with specific Laboratory programs and activities over the past year. The results of the research will help to better shape and direct the Los Alamos National Security and Laboratory's contributions to the region in the near- and long-term future.

### The Interview

The survey instrument was designed in collaboration with LANL officials. Research & Polling, Inc. refined the survey instrument, conducted the interviews by telephone, and compiled the results. The Director of Los Alamos National Laboratory sent a letter to Community Leaders to inform them of the research objectives and to request their participation in the study. This letter also advised respondents that Research & Polling, Inc. would be contacting them in the near future. In many instances, Research & Polling scheduled a specific date and time to conduct the interview. The interviews were conducted between August 24<sup>th</sup> and September 22<sup>nd</sup>, 2009.

### The Report

This report summarizes results for each question and reports on any variances in attitude or perception, where significant, among demographic subgroups. The subgroups examined in this report include organizational sectors and county. The organizational sectors and counties were determined by LANL and coded on the phone list provided to Research & Polling, Inc. All respondents will receive an aggregate report showing how

Community Leaders responded to the survey. This report also discusses any changes in attitude or perception over the past seven years.

### Sample Bias

A list of Community Leaders was provided by Los Alamos National Laboratory. The Community Leaders were grouped into five sectors: Government, Economic/Business, Education, Tribal, and Special Interest Groups. This year's list was studied extensively to remove many of the Economic/Business Leaders who have minimal or no dealings with LANL and were therefore less likely to be aware of or have an opinion about LANL's impact in the region.

In order to improve comparability with past studies, each year Research & Polling, Inc. weights the surveys by organizational sector and region to reflect a similar sample distribution. In order to ensure the proper proportion in each sector, Research & Polling went back to the 2004 study and calculated responses from each sector.

Sector	2004			2005			2006			2007			2008			2009		
	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate	# of Names Provided	# of Completed Interviews	Response Rate
Special Interest Groups	16	11	69%	28	21	75%	58	34	58%	34	28	82%	49	40	82%	16	15	94%
Tribal	29	17	59%	61	22	36%	45	23	51%	49	33	67%	51	32	63%	53	33	62%
Education	69	43	62%	93	75	81%	75	39	52%	72	39	54%	62	46	74%	77	56	73%
Government	172	101	59%	120	98	82%	107	67	63%	104	55	53%	115	82	71%	79	56	71%
Economic/Business	124	90	73%	294	189	64%	197	135	68%	181	134	74%	105	71	68%	77	64	83%
<b>Total</b>	<b>410</b>	<b>262</b>	<b>64%</b>	<b>596</b>	<b>405</b>	<b>68%</b>	<b>482</b>	<b>298</b>	<b>62%</b>	<b>440</b>	<b>289</b>	<b>66%</b>	<b>382</b>	<b>271</b>	<b>71%</b>	<b>302</b>	<b>224</b>	<b>74%</b>

## Executive Summary

Over the past several years Los Alamos National Laboratory appears to have done an excellent job of building relationships with Community Leaders throughout Northern New Mexico. After a time earlier in the decade where LANL's image suffered some setbacks, there has been steady progress in rebuilding the Lab's image throughout the region. The hard work has culminated in 72% of the Community Leaders surveyed saying they have a favorable impression of LANL, an 11 percentage point increase when compared to last year's study and a 20 percentage point increase compared to just two years ago.

Significant improvements are also observed in LANL's position as a corporate citizen in Northern New Mexico. Currently 69% of Community Leaders give LANL high ratings for its corporate citizenship compared to 54% observed last year and 39% observed in the 2006 study. Clearly LANL outreach programs are having an effect on how the Lab is viewed in the region, particularly among the Economic, Education, and Special Interest sectors.

Given that LANL's overall image has improved greatly in the past few years, one would expect that Community Leaders also have a more positive impression of LANS, LLC. The survey results show that 45% of the Leaders have a positive opinion of LANS, while 18% have a neutral opinion and just 11% have an unfavorable opinion. In comparison, 30% of the Community Leaders reported a positive impression of LANS in last year's study.

### Communication

LANL's efforts to improve communications with the public are paying dividends. Scores in all areas of communication have improved sharply in the past year. Approximately three-quarters (73%) of the Community Leaders express satisfaction with the methods available for communicating, with 33% who say they are *very satisfied*.

Three-quarters (76%) of the Community Leaders also say they are either *very satisfied* (32%) or *somewhat satisfied* (44%) with the Lab's efforts to listen to the perspectives of the Northern NM community, while 72% express satisfaction with the Lab's effort to respond to community concerns.

While the Lab has made progress in communicating with the public as reflected by the positive ratings, many of the Community Leaders

commented on the need for continued work in this area. Typical of the comments made by some of the Community Leaders is one who said, "*The community at large is not being kept informed of what is going on at the Lab, due to either media coverage or lack of a PR campaign by the Lab.*" Another Leader states, "*The Lab has come a long way in the last year but the Lab needs more communication with the public.*"

### Economic and Business Issues

The vast majority of Community Leaders express satisfaction with LANL's economic contributions to the region. In fact, 58% say they are *very satisfied* and another 34% are *somewhat satisfied* with the overall impact LANL has on the economy in Northern New Mexico. These numbers are very similar to those observed in previous studies.

When it comes to specific economic programs such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start, 62% of the Leaders say they are satisfied, though 16% express dissatisfaction and many (22%) are simply unaware of these programs.

Just over half (51%) of the Community Leaders say they are either *very satisfied* (24%) or *somewhat satisfied* (27%) with LANL's effort to purchase more goods and services from businesses in Northern New Mexico, an improvement over the 43% observed last year. However, one-in-five Leaders express dissatisfaction. It should be noted that among Business/Economic Leaders, 63% are satisfied with LANL's effort to purchase local goods and services.

LANL's commitment to economic development in the area is evident in the survey results and Community Leaders' high level of satisfaction in terms of overall impact and the programs that are offered. There are some who are unaware of LANL's programs, but over time the programs should become better known and overall satisfaction levels should increase. One obstacle that has been observed in the previous studies relates to the difficulty of the procurement processes. Several of the Leaders commented on the need to streamline the process or make it easier on small businesses.

## Educational Issues

LANL receives the highest overall marks when it comes to education. Eighty-seven percent of the Leaders surveyed are either *very satisfied* (61%) or *somewhat satisfied* (26%) with the educational programs offered by LANL. Among Educational Leaders 73% are *very satisfied* with LANL's efforts.

Over the past five years the percentage of Community Leaders who are very satisfied with LANL's educational programs has doubled. As one of the Educational Leaders told us, *"I cannot stress enough how beneficial LANL support to the school district and development of technology have been. The format of school partnership with outside contractor has been wonderful."*

More specifically, 81% of the Leaders surveyed express satisfaction with LANL's educational grants and employee scholarship fund similar to results observed in previous studies. In a new question asked this year, over four-fifths (82%) of the Leaders say they are at least *somewhat satisfied* with the overall impact the Lab has on education in Northern New Mexico. Leaders residing in Los Alamos are particularly pleased with these efforts.

Many of the Community Leaders offered comments about education related issues, some of which were quite specific in nature. For instance, one of the Leaders recommended, *"Would like to see more educational initiatives aimed at middle students who don't have many educational opportunities; perhaps a summer program for kids more likely to be in the craft or maintenance sector of the Lab workforce."* Another stated, *"The internship program is excellent but open it up more – more variety of jobs."* One of the Leaders suggested, *"Perhaps the Lab could communicate better the Lab's needs so schools can teach what is needed."*

## Social Issues

Overall, Community Leaders' opinions of LANL's efforts in the social arena remain high. Just over four-fifths (81%) of the Leaders are satisfied with LANL's charitable contributions (51% *very satisfied*), which is identical to the results observed last year.

Approximately three-quarters (74%) of the Leaders are satisfied with the contribution of LANL employees to the community, which is an all-time high. Not surprisingly, Community Leaders in Los Alamos County are most apt to be satisfied with these employee efforts.

Seven-in-ten Leaders also express satisfaction with LANL's efforts to provide effective environmental stewardship, monitoring and remediation. While only 25% are *very satisfied* with LANL on this front, those who say they are dissatisfied has fallen from 26% last year to 17% currently.

Clearly the large majority of Community Leaders recognize LANL's charitable contributions in the area, though there were some suggestions for improvement. One Leader said, *"The Lab is doing good on its increased part in United Way. Lab tends to create programs that don't meet the communities' needs; it's just some programs someone at the Lab thought up. Need to listen to the community more."* While this assessment may or may not be fair, it is an important reminder that the Lab always needs to listen to the community to develop programs that will have the greatest impact and really make a difference.

## Government Partnerships

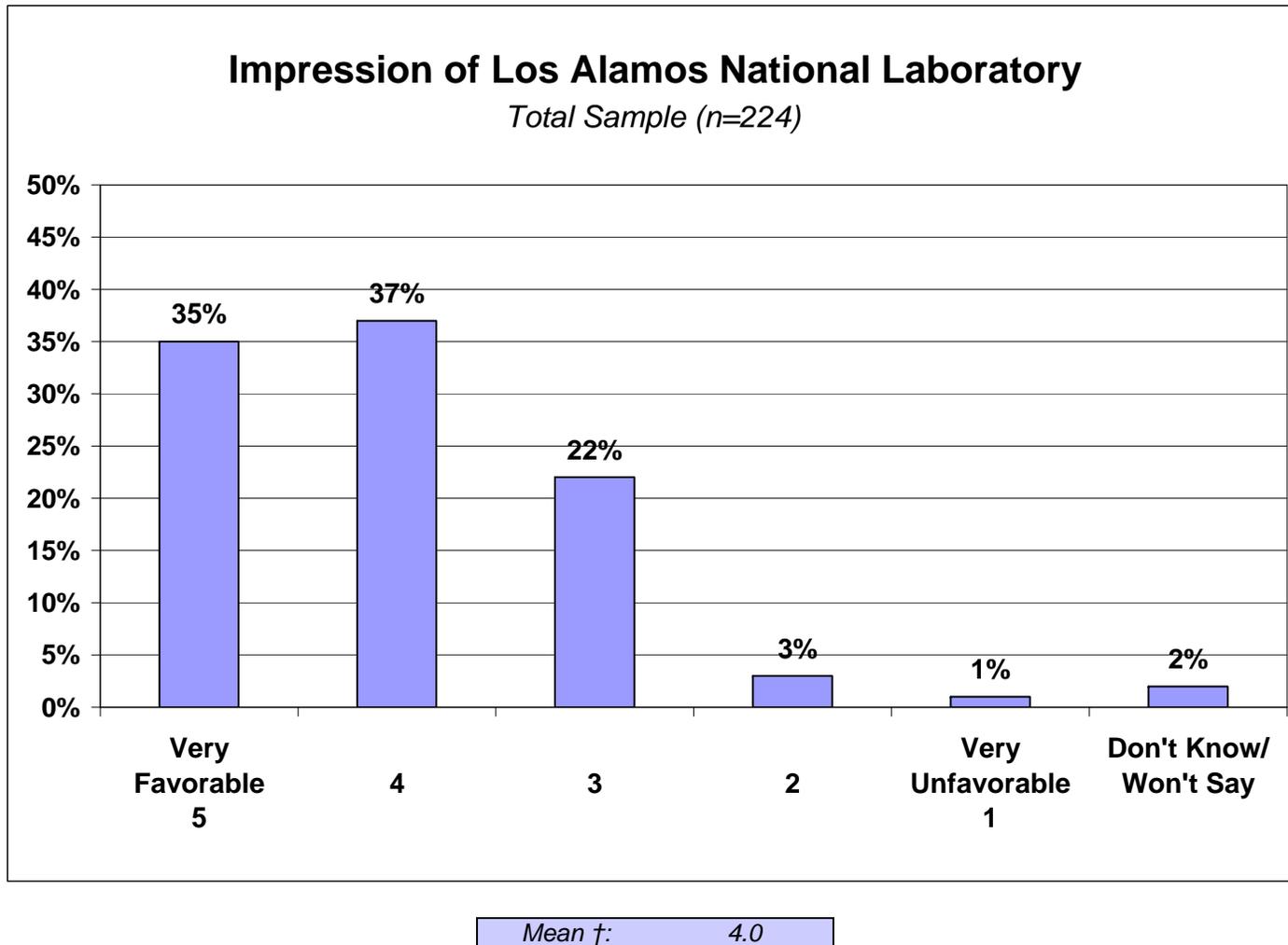
It would appear that LANL is making inroads in developing stronger relationships with tribal governments and tribal agencies. The 47% of Community Leaders who feel the Lab has an effective partnership with tribal government and agencies is the highest score to date and a 10 percentage point improvement over last year's study. Far more importantly, nearly nine-in-ten (89%) of the Tribal Leaders surveyed feel these partnerships are either *very effective* (32%) or *somewhat effective* (57%). While building these partnerships and programs may still be a work in progress, it looks as though things are moving in the right direction.

## Major Problems Facing Northern New Mexico

(Top 6 Unaided Responses)

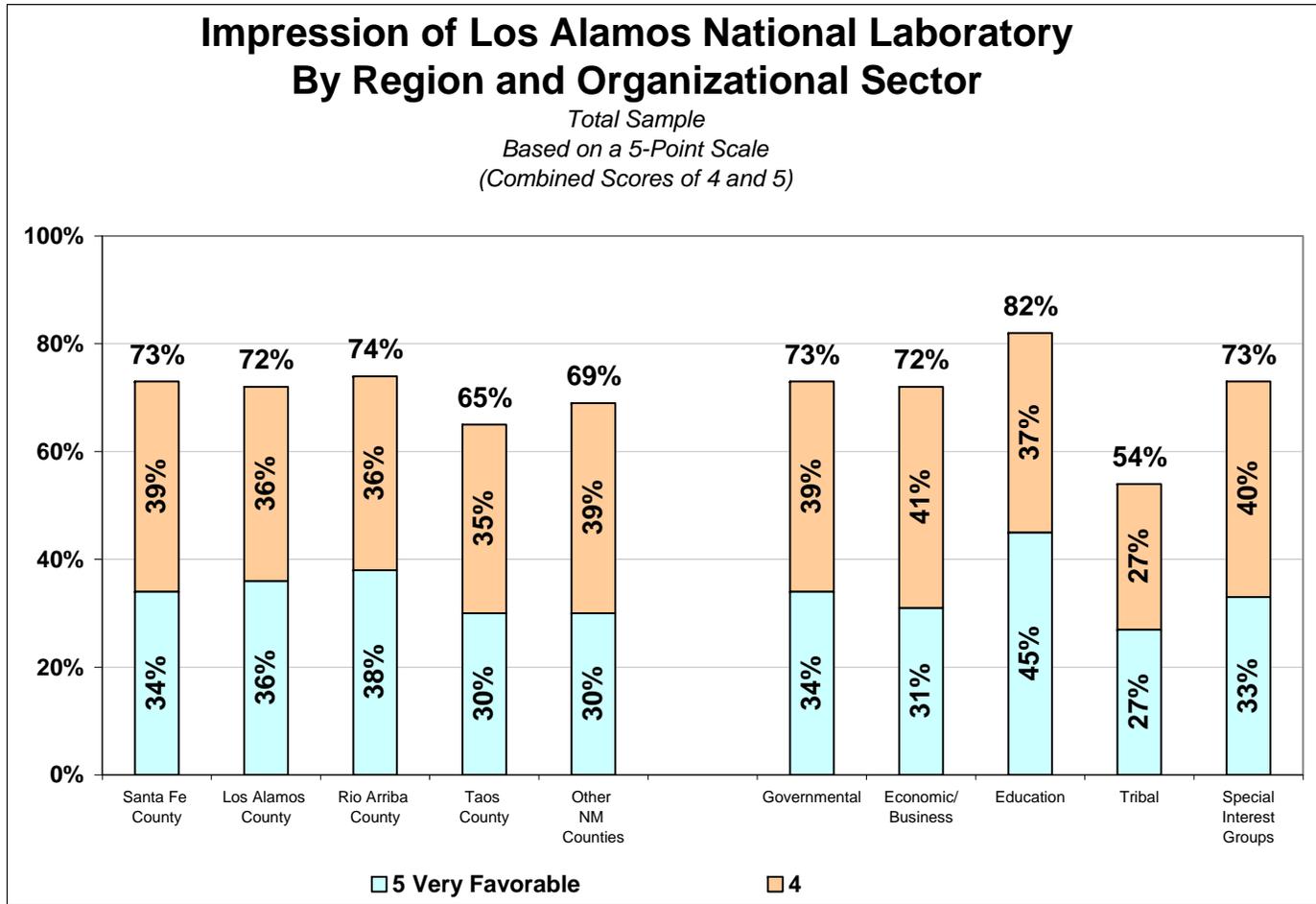
	<i>2009 Total Sample (n=224)</i>
Economy: weak	31%
Educational system is poor	27%
Non-availability of good jobs	20%
Illegal drug use	6%
Lack of effective workforce development programs/training	5%
Lack of skilled labor/labor force	5%

Community Leaders were asked in an unaided, open-ended manner what they feel is the single biggest challenge facing Northern New Mexico today. Thirty-one percent of Community Leaders say the economy is weak, while 27% say the educational system is poor, and one-fifth mention non-availability of good jobs as being the biggest issue. Six percent of Community Leaders feel that illegal drug use is the principal problem facing Northern New Mexico, while 5% mention lack of effective workforce development programs and another 5% mention lack of skilled labor.



† The mean score is derived by taking the average score based on the 5-point scale. The Very Favorable response is assigned a value of 5; the Very Unfavorable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

Community Leaders were asked to rate their general impression of Los Alamos National Laboratory on a 5-point scale, where 5 is *very favorable* and 1 is *very unfavorable*. Approximately seven-in-ten (72%) Community Leaders have a favorable impression of LANL (giving a rating of 4 or 5), with 35% saying they have a *very favorable* impression. Twenty-two percent give a neutral rating of 3, and just 4% give an unfavorable rating.

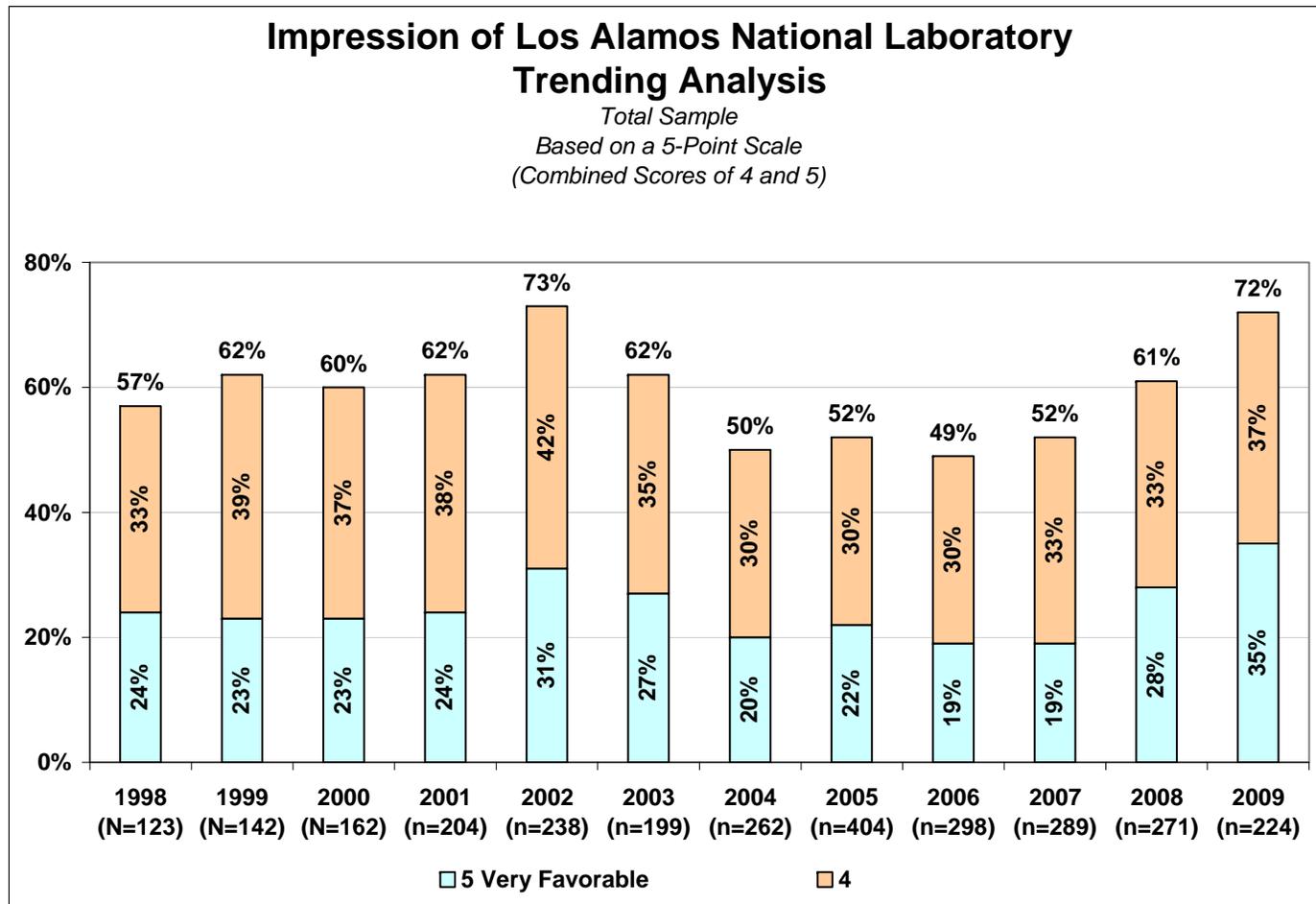


Looking at the differences in opinion both regionally and at the organizational level, we find some slight differences. Regionally, the scores are relatively consistent in terms of those who have a favorable opinion of LANL (a score of 4 or 5 on a 5-point scale) with a range of 65% in Taos County to 74% in Rio Arriba County.

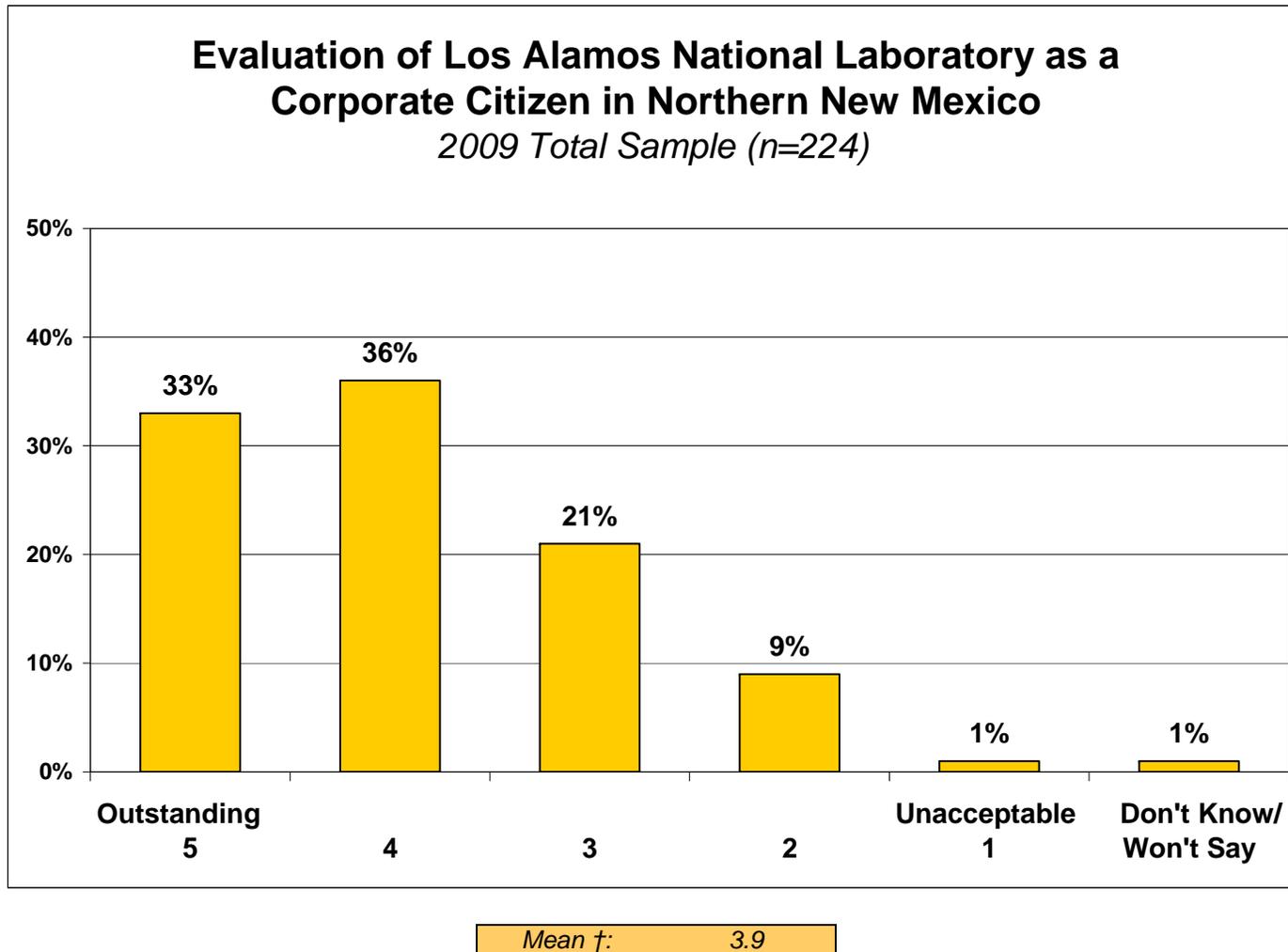
It should be noted that 72% of Leaders in Los Alamos County give LANL a favorable rating, while none have an unfavorable opinion and 27% have neutral or mixed feelings about LANL.

Community Leaders in the Education sector (82%) are more likely to have a favorable opinion of LANL than those in the Governmental (73%), Special Interest Groups (73%), Economic/Business (72%), and Tribal (54%) sectors. Although the Education sector continues to yield the highest ratings among all groups, it should be noted that since 2008, the percentage of favorable ratings has significantly risen among Governmental, Economic/Business, and Special Interest groups.

Although Tribal Leaders are much less likely than others to have a favorable impression of LANL, it is important to note that only 11% have an unfavorable opinion of LANL.

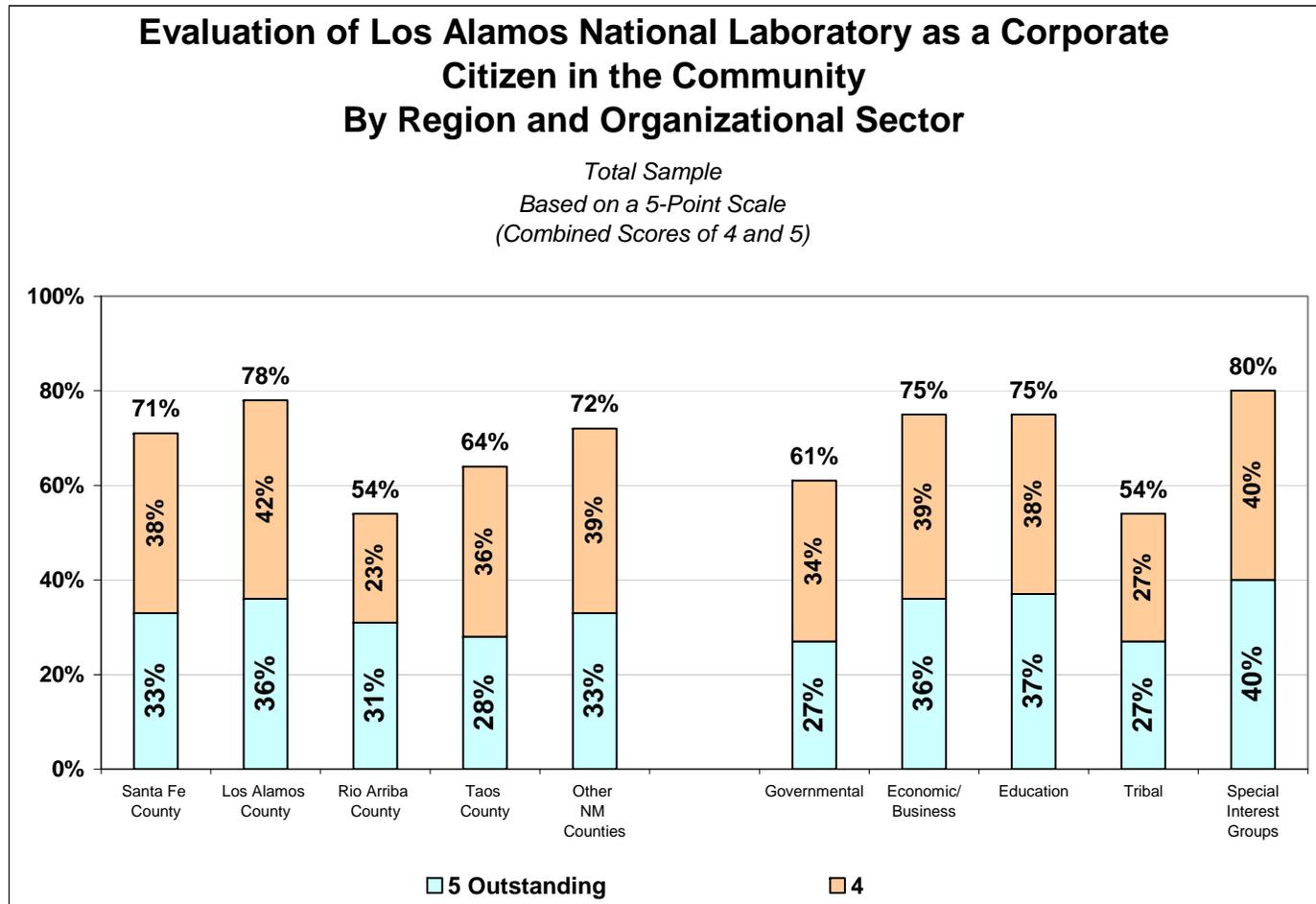


The graph above illustrates Community Leaders' favorable impressions (those who gave LANL a rating of 4 or 5) from 1998 to 2009. Presently, 72% of Community Leaders have a favorable opinion of the Lab, which has increased by 11 percentage points from 2008 and is the highest overall rating observed since the high water mark of 73% observed in the 2002 study. In each of the past two years there have been significant improvements in LANL's overall image.



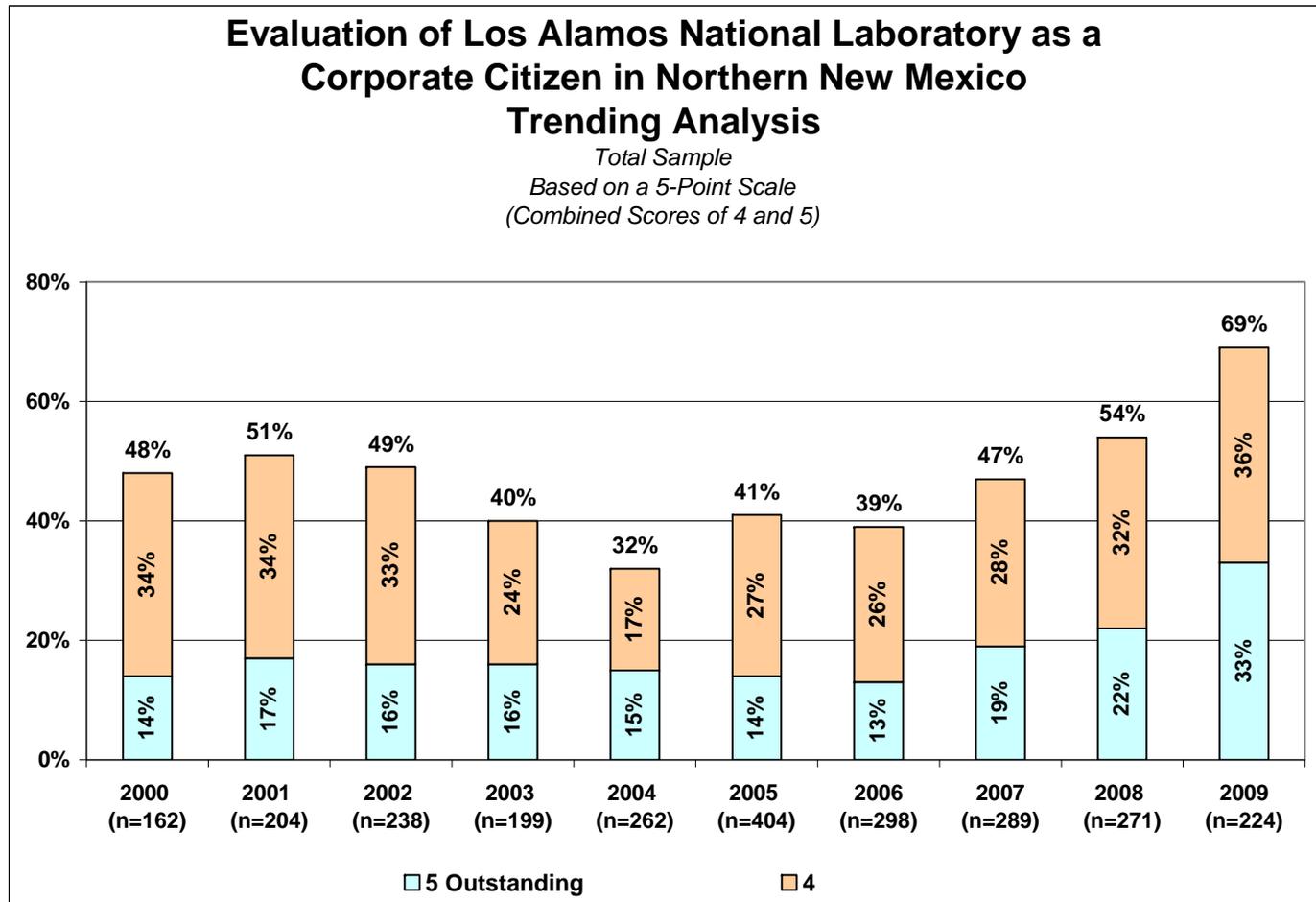
† The mean score is derived by taking the average score based on the 5-point scale. The Outstanding response is assigned a value of 5; the Unacceptable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

Community Leaders were asked to appraise LANL as a corporate citizen in Northern New Mexico using a 5-point scale where 5 is *outstanding* and 1 is *unacceptable*. The majority of the Community Leaders (69%) give a positive rating of 4 or 5 with one-third saying LANL is *outstanding*. Ten percent give a poor rating of 1 or 2 and 21% have neutral or mixed feelings about LANL's corporate citizenship, giving a rating of 3.

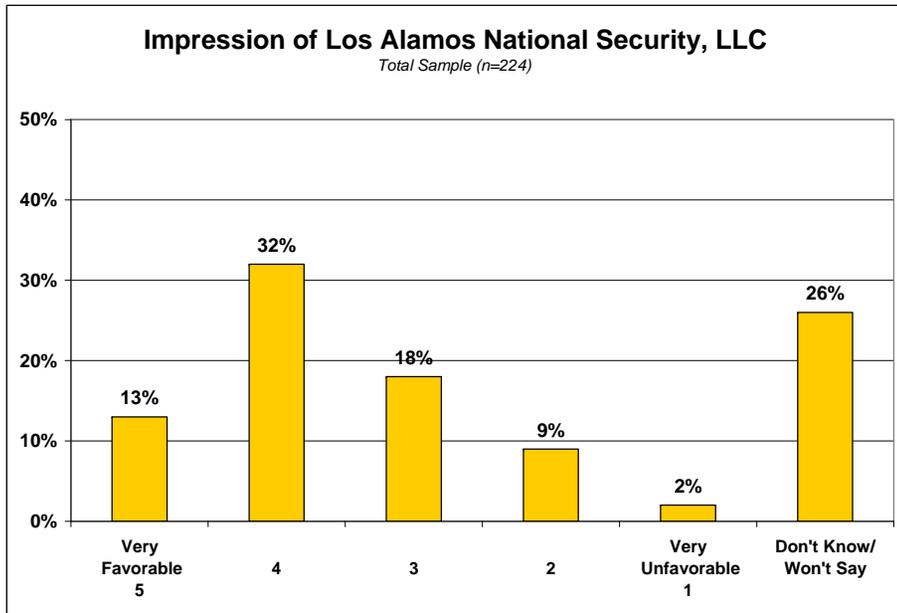


At the regional level it is observed that Leaders in Los Alamos County (78%) are most apt to rate LANL highly for being a good corporate citizen, whereas Leaders in Rio Arriba County (54%) are least apt to do so (54%).

Community Leaders in the Economic/Business (75%), Education (75%), and Special Interest Group (80%) sectors are more likely to give LANL a positive rating for its corporate citizenship than those in the Tribal (54%) and Governmental sectors (61%).

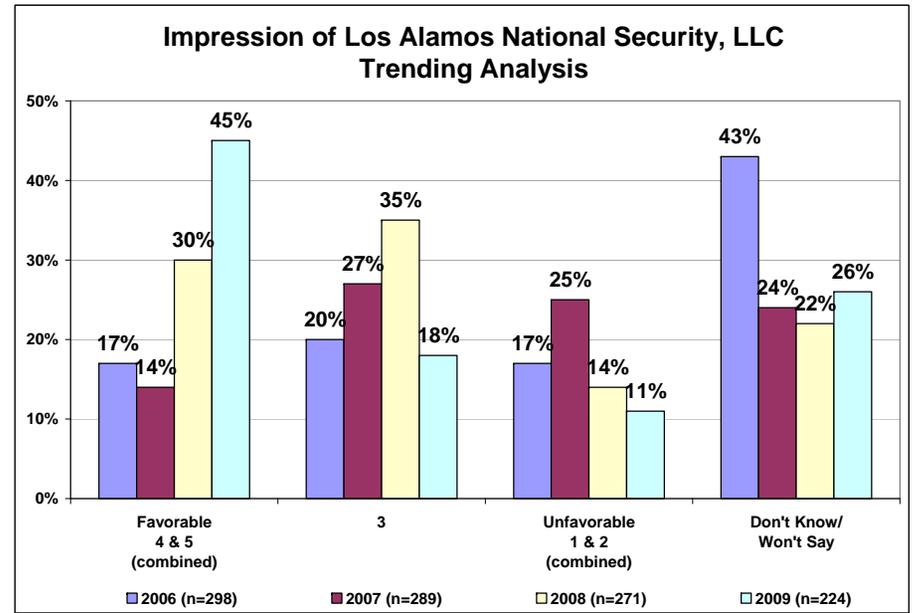


As shown above, the majority (69%) of Community Leaders currently have a positive opinion of LANL as a corporate citizen in Northern New Mexico. This is an increase of 30 percentage points over the past three years and is the highest percentage the Lab has received to date.



Mean †: 3.6

† The mean score is derived by taking the average score based on the 5-point scale. The Very Favorable response is assigned a value of 5; the Very Unfavorable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.



Community Leaders were asked to rate their overall impression of the Laboratory's Management and Operations contractor, Los Alamos National Security, LLC. Based on a 5-point scale, where 5 is *very favorable* and 1 is *very unfavorable*, 45% of the Leaders surveyed have a favorable impression, while 11% have an unfavorable impression, and approximately one-fifth (18%) have neutral or mixed feelings about the contractor.

One of the reasons for the comparatively lower scores observed for LANS, LLC, is the high percentage of respondents (26%) who have not formed an opinion of the contractor. Community Leaders in Special Interest Groups (40%), Education (33%), and Tribal (30%) sectors are most apt to say they have no opinion of LANS, LLC. Community Leaders in Los Alamos (56%) are more likely than others to have a favorable impression of Los Alamos National Security, LLC.

**Trending Analysis**

The graph on the right displays Community Leaders' impressions of Los Alamos National Security, LLC, grouping together favorable (4 and 5) and unfavorable (1 and 2) ratings from 2006 through 2009. Currently, 45% of Community Leaders give the Lab's Management and Operations contractor a favorable rating, a 15 percentage point increase from the previous year.

### Top Ways of Receiving Information About Los Alamos National Laboratory

(Top 9 Unaided Responses)

	<i>2009 Total Sample (n=224)</i>
Newspapers	47%
Monthly electronic newsletter/ Connections (email)	37%
Lab employees	25%
Neighbors/friends/family	19%
Daily electronic news bulletin (email)	17%
Television	10%
Mail/general mailings	9%
Other meetings/talks	9%
Internet	9%

### Preferred Way of Receiving Information About Los Alamos National Laboratory

(Top 7 Unaided Responses)

	<i>2009 Total Sample (n=224)</i>
Monthly electronic newsletter/ Connections (email)	33%
Daily electronic news bulletin (email)	19%
Fine with what we have available	11%
Newspapers	11%
Email	11%
Mail/general mailings	9%
Lab employees	9%

When Community Leaders were asked in an unaided, open-ended manner, what are the top three ways they receive information about Los Alamos National Laboratory, the most common answer given is newspapers (47%). Thirty-seven percent of Leaders say they receive information about LANL from monthly electronic newsletters (Connections), while 25% mention Lab employees and 19% say neighbors, friends or family. Other top answers include: daily electronic news bulletin (17%), television (10%), mail/general mailings (9%), meetings/talks (9%), and Internet (9%).

Community Leaders were also asked in an unaided, open-ended manner, in what ways they would prefer to receive information about Los Alamos National Laboratory. The top answer is monthly electronic newsletters (Connections) (33%), followed by daily electronic news bulletin (19%). Eleven percent of Leaders say they are fine with what they have, while another 11% would like to receive information through the newspaper (11%) and an additional 11% prefer email. Other top responses are mail/general mailings (9%) and Lab employees (9%).

## Evaluation of Specific LANL Attributes: Communication Issues

Ranked By Highest Percentage "Very Satisfied"  
Total Sample (n=224)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Methods available to you for communicating with LANL regarding your needs, concerns and ideas</b>	33%	40%	16%	5%	6%
<b>Efforts to listen to the perspectives of the Northern NM community</b>	32%	44%	13%	2%	9%
<b>Efforts to respond to the perspectives of the Northern NM community</b>	28%	44%	15%	2%	11%

Community Leaders were asked to rate their level of satisfaction with different aspects of communication with Los Alamos National Laboratory. The large majority of Community Leaders (73%) express satisfaction with **the methods available for communicating** with LANL regarding their needs, concerns and ideas, while 21% are dissatisfied.

When asked to rate their level of satisfaction with LANL's efforts **to listen to the perspectives** of the Northern New Mexico community, approximately three-quarters (76%) of Leaders say they are either *somewhat* (44%) or *very satisfied* (32%), while 15% express dissatisfaction.

Tribal Leaders are less likely to express satisfaction (66%) with the Lab's efforts to listen to the perspectives of the community as compared to leaders in Government (73%), Economic/Business (73%), Education (83%), and Special Interest Group (100%) sectors.

Community Leaders were also asked to rate their satisfaction with the Lab's **efforts to respond to the perspectives** of the Northern New Mexico community. Approximately seven-in-ten of the Leaders (72%) show satisfaction with the Lab's responsiveness while 17% are dissatisfied.

## Evaluation of Specific LANL Attributes: Communication Issues

### Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2009)  
Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Methods available to you for communicating with LANL regarding your needs, concerns and ideas</b>					
<b>October 2009 (n=224)</b>	<b>33%</b>	<b>40%</b>	<b>16%</b>	<b>5%</b>	<b>6%</b>
October 2008 (n=271)	22%	34%	26%	10%	8%
October 2007 (n=289)	27%	30%	23%	14%	6%
September 2006 (n=298)	20%	23%	27%	22%	7%
September 2005 (n=404)	22%	30%	24%	16%	9%
September 2004 (n=262)	19%	39%	23%	16%	2%
September 2003 (n=199)	24%	38%	21%	12%	5%
September 2002 (n = 238)	23%	46%	15%	12%	5%
<b>Efforts to listen to the perspectives of the Northern NM Community*</b>					
<b>October 2009 (n=224)</b>	<b>32%</b>	<b>44%</b>	<b>13%</b>	<b>2%</b>	<b>9%</b>
October 2008 (n=271)	27%	37%	22%	6%	7%
October 2007 (n=289)	20%	42%	18%	12%	8%
September 2006 (n=298)	16%	28%	27%	19%	10%
September 2005 (n=404)	19%	35%	22%	15%	10%
September 2004 (n=262)	23%	34%	25%	11%	7%
September 2003 (n=199)	25%	37%	19%	11%	8%
September 2002 (n = 238)	27%	41%	17%	9%	6%
December 2001 (n = 204)	20%	41%	20%	11%	8%
September 2000 (n = 162)	30%	35%	14%	15%	6%
<b>Efforts to respond to the perspectives of the Northern NM Community*</b>					
<b>October 2009 (n=224)</b>	<b>28%</b>	<b>44%</b>	<b>15%</b>	<b>2%</b>	<b>11%</b>
October 2008 (n=271)	21%	41%	22%	8%	8%
October 2007 (n=289)	16%	37%	24%	15%	8%
September 2006 (n=298)	10%	24%	29%	27%	10%
September 2005 (n=404)	13%	35%	27%	15%	10%
September 2004 (n=262)	11%	36%	26%	15%	12%
September 2003 (n=199)	12%	36%	27%	13%	12%
September 2002 (n = 238)	14%	45%	26%	8%	7%
December 2001 (n = 204)	13%	35%	26%	13%	13%
September 2000 (n = 162)	16%	43%	19%	15%	7%

\*It should be noted that, in previous studies, Community Leaders were asked to rate their satisfaction with LANL's efforts to listen and respond to the concerns of their community. Starting last year, Leaders were asked to rate their level of satisfaction with the Lab's efforts to listen and respond to the perspectives of the community. This may account for some of the improvement observed with these two questions when compared to previous studies.

*Trending Analysis*

Levels of satisfaction with methods available for communicating with LANL have improved considerably since the previous study, with 73% of Community Leaders giving a favorable rating currently compared to 56% in 2008. Satisfaction with efforts to listen to the perspectives of the community have also increased over the past year from 64% in 2008 to 76% in 2009. In addition, Community Leaders' satisfaction with LANL's efforts to respond to the perspectives of the community has grown from 62% in 2008 to 72% currently.

## Evaluation of Specific LANL Attributes: Economic Issues

Ranked By Highest Percentage "Very Satisfied"  
Total Sample (n=224)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>The overall impact on the economy in Northern New Mexico</b>	58%	34%	5%	2%	1%
<b>The Lab's economic development programs such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start</b>	31%	31%	13%	3%	22%
<b>Efforts to purchase more goods and services from businesses in Northern New Mexico communities during the last year (LANL)</b>	24%	27%	13%	6%	31%

Community Leaders were asked to rate their level of satisfaction with several aspects of LANL's involvement in the Northern New Mexico business community. Ninety-two percent of Community Leaders are either *somewhat* (34%) or *very satisfied* (58%) with LANL's **overall impact on the Northern New Mexico economy**, while only 7% are dissatisfied.

Approximately three-fifths (62%) of the Leaders surveyed expressed satisfaction with the Lab's **economic development programs such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start**. Sixteen percent are dissatisfied, and 22% of the Community Leaders haven't formed an opinion about these programs.

It should be noted that just over two-thirds (68%) of Economic/Business Leaders are satisfied with LANL's economic programs and 22% express dissatisfaction. Regionally we observe that while 61% of Los Alamos leaders are satisfied, 21% express dissatisfaction with LANL's business and economic programs. In Rio Arriba, less than half express satisfaction (45%), while 29% are dissatisfied.

When asked about their satisfaction with the Lab's efforts **to purchase goods and services from Northern New Mexico businesses during the past year**, approximately half (51%) express satisfaction, while 19% are dissatisfied and 31% have no opinion. It should be noted that approximately three-fifths (61%) of the Economic/Business Leaders express satisfaction with LANL's efforts to purchase goods and services from local businesses, while 23% are dissatisfied. Leaders in Los Alamos (59%) are more likely than others to express satisfaction with LANL's efforts to use local businesses, while Leaders in Rio Arriba County are divided with 37% expressing satisfaction and another 37% saying they are dissatisfied.

## Evaluation of Specific LANL Attributes: Economic Issues

### Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2009)  
Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/Won't Say</u>
<b>The overall impact on the economy (LANL)</b>					
<b>October 2009 (n=224)</b>	<b>58%</b>	<b>34%</b>	<b>5%</b>	<b>2%</b>	<b>1%</b>
October 2008 (n=271)	60%	27%	7%	3%	3%
September 2006 (n=298)	53%	28%	8%	5%	5%
September 2005 (n=404)	40%	37%	9%	9%	5%
September 2004 (n=262)	49%	27%	12%	8%	4%
September 2003 (n=199)	46%	33%	10%	6%	5%
September 2002 (n = 238)	51%	28%	10%	5%	6%
December 2001 (n = 204)	45%	33%	10%	4%	8%
September 2000 (n = 162)	41%	43%	9%	6%	2%
<b>Efforts to purchase more goods and services from businesses in Northern New Mexico communities (LANL)</b>					
<b>October 2009 (n=224)</b>	<b>24%</b>	<b>27%</b>	<b>13%</b>	<b>6%</b>	<b>31%</b>
October 2008 (n=271)	16%	27%	19%	10%	29%
October 2007 (n=289)	14%	27%	21%	16%	22%
September 2006 (n=298)	10%	21%	29%	20%	20%
September 2005 (n=404)	13%	31%	21%	15%	20%
September 2004 (n=262)	12%	31%	23%	10%	24%
September 2003 (n=199)	10%	29%	24%	12%	26%
September 2002 (n = 238)	20%	30%	17%	8%	25%
December 2001 (n = 204)	24%	30%	18%	8%	20%
September 2000 (n= 162)	19%	41%	15%	5%	19%

### Trending Analysis

As shown above, general satisfaction with LANL's overall impact on the economy has increased slightly over the past year from 87% in 2008 to 92% currently. Satisfaction levels with the Lab's efforts to purchase more goods and services locally have also improved since the previous study from 43% in 2008 to 51% presently.

## Evaluation of Specific LANL Attributes: Educational Issues

Ranked By Highest Percentage "Very Satisfied"  
Total Sample (n=224)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Educational programs offered by LANL</b>	61%	26%	5%	*	8%
<b>Efforts through activities such as education grants and the LANL employees scholarship fund</b>	51%	30%	7%	1%	11%
<b>Overall impact that the Lab has on education in Northern New Mexico</b>	43%	39%	11%	3%	5%

\* Less than 1% reported.

Over four-fifths of Community Leaders are either *very satisfied* (61%) or *somewhat satisfied* (26%) with **Educational programs offered by LANL such as the Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities**. It should be noted that 90% of Leaders from the Education sector are satisfied with education programs offered by the Lab, with 73% saying they are *very satisfied*.

Eighty-one percent of Community Leaders also express satisfaction with the efforts of Los Alamos National Laboratory **to support education activities such as grants and the LANL Employees Scholarship Fund**, while only 8% are dissatisfied. Eighty-five percent of Education Leaders express satisfaction, with 65% being *very satisfied*.

Approximately four-fifths (82%) of Leaders are satisfied with **the overall impact that the Lab has on education in Northern New Mexico**, while 14% express dissatisfaction. It is important to mention that 91% of Leaders in the Education sector are satisfied with the Lab's impact on education in the Northern New Mexico community. Regionally, nine-in-ten Leaders in Los Alamos express satisfaction with the impact LANL has on education in the area.

## Evaluation of Specific LANL Attributes: Education Issues

### Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2009)  
Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Educational programs offered by LANL</b>					
<b>October 2009 (n=224)</b>	<b>61%</b>	<b>26%</b>	<b>5%</b>	<b>*</b>	<b>8%</b>
October 2008 (n=271)	50%	34%	4%	1%	10%
October 2007 (n=289)	44%	33%	6%	2%	15%
September 2006 (n=298)	42%	30%	7%	4%	17%
September 2005 (n=404)	43%	27%	6%	2%	22%
September 2004 (n=262)	29%	31%	10%	3%	27%
September 2003 (n=199)	24%	34%	13%	4%	25%
September 2002 (n = 238)	27%	31%	11%	4%	27%
December 2001 (n = 204)	29%	27%	11%	2%	31%
September 2000 (n = 162)	26%	42%	7%	4%	21%
<b>Efforts through such activities as education grants and the LANL employees scholarship fund</b>					
<b>October 2009 (n=224)</b>	<b>51%</b>	<b>30%</b>	<b>7%</b>	<b>1%</b>	<b>11%</b>
October 2008 (n=271)	49%	31%	6%	1%	14%
October 2007 (n=289)	44%	26%	8%	2%	21%

\* Less than 1% reported.

### Trending Analysis

As shown in the table above, Community Leaders' satisfaction with LANL's education programs has increased slightly from 84% in 2008 to 87% currently. This is the highest level of satisfaction LANL has received since the 2000 study. Community Leaders' satisfaction with efforts by the Lab to support education activities such as education grants and the LANL Employees Scholarship Fund, however, has remained constant since the previous study (80% in 2008 and 81% currently).

## Evaluation of Specific LANL Attributes: Social Issues

Ranked By Highest Percentage "Very Satisfied"  
Total Sample (n=224)

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Involvement in Northern NM through charitable organizations</b>	51%	30%	7%	*	11%
<b>Contributions of LANL employees to the community</b>	48%	26%	7%	2%	16%
<b>Efforts to provide effective environmental stewardship, monitoring and remediation</b>	25%	45%	13%	4%	14%

\* Less than 1% reported.

Community Leaders were asked to rate their level of satisfaction with the Lab's involvement in social programs. As shown above, approximately four-fifths of the Community Leaders surveyed (81%) are satisfied with the **Lab's involvement in Northern New Mexico through programs such as school and holiday drives, United Way Campaigns and other charitable programs**, with 51% saying they are very satisfied. The vast majority of Leaders in Los Alamos (96%) express satisfaction with LANL's involvement in charitable programs (64% say they are *very satisfied*).

When asked about their satisfaction with the **contribution of LANL employees to the community through donations and volunteerism**, nearly three-quarters (74%) are either *very satisfied* (48%) or *somewhat satisfied* (26%), while only 9% express dissatisfaction. Community Leaders in Los Alamos (63%) and Governmental Leaders (59%) are most likely to be *very satisfied* with charitable contributions of the Lab's employees.

Seven-in-ten Community Leaders express satisfaction with LANL's efforts to **provide effective environmental stewardship, monitoring and remediation**, while 17% are dissatisfied. Regionally, we observe that 89% of Leaders in Los Alamos are satisfied with the Lab's environmental efforts, while in Rio Arriba, 61% express satisfaction and 23% are dissatisfied.

## Evaluation of Specific LANL Attributes: Social Issues

### Trending Analysis

Ranked By Highest Percentage "Very Satisfied" (2009)

Total Sample

	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
<b>Involvement in Northern NM through charitable organizations</b>					
<b>October 2009 (n=224)</b>	<b>51%</b>	<b>30%</b>	<b>7%</b>	<b>*</b>	<b>11%</b>
October 2008 (n=271)	48%	33%	10%	1%	7%
October 2007 (n=289)	44%	30%	7%	3%	15%
September 2006 (n=298)	33%	33%	12%	3%	19%
<b>Contributions of LANL employees to the community</b>					
<b>October 2009 (n=224)</b>	<b>48%</b>	<b>26%</b>	<b>7%</b>	<b>2%</b>	<b>16%</b>
October 2008 (n=271)	40%	30%	10%	2%	17%
October 2007 (n=289)	37%	28%	7%	3%	26%
September 2006 (n=298)	26%	30%	10%	5%	29%
<b>Efforts to provide effective environmental stewardship, monitoring and remediation</b>					
<b>October 2009 (n=224)</b>	<b>25%</b>	<b>45%</b>	<b>13%</b>	<b>4%</b>	<b>14%</b>
October 2008 (n=271)	28%	35%	17%	9%	11%
October 2007 (n=289)	26%	33%	19%	9%	14%
September 2006 (n=298)	20%	39%	20%	10%	12%
September 2005 (n=404)	20%	39%	17%	9%	16%

\* Less than 1% reported.

### Trending Analysis

As shown above, satisfaction with LANL's involvement in charitable programs has remained consistent from 2008 (81%) to the present (81%). Currently, Community Leaders are slightly more satisfied with contributions of LANL employees to the community than they were in the previous year, moving from 70% in 2008 to 74% in 2009. There is also an increase in satisfaction with LANL's environmental stewardship, from 63% in the previous year to 70% currently.

## Effectiveness of LANL Partnerships

Ranked By Highest Percentage “Very Effective” (2009)  
Total Sample (n=224)

	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/Won't Say</u>
<b>School districts and educational agencies in Northern New Mexico</b>	39%	35%	14%	1%	11%
<b>Community nonprofit organizations</b>	31%	40%	8%	4%	17%
<b>Business community in Northern New Mexico</b>	25%	39%	17%	4%	16%
<b>State government agencies</b>	20%	42%	9%	1%	28%
<b>Local governments in Northern New Mexico</b>	20%	40%	16%	1%	24%
<b>The State Legislature</b>	18%	39%	9%	-	35%
<b>Tribal governments and tribal agencies</b>	15%	32%	6%	3%	44%

Community Leaders were asked how they would rate the effectiveness of different LANL partnerships. As shown above, nearly three-quarters (74%) of Leaders feel LANL’s **partnerships with the school districts, colleges and universities** in Northern New Mexico are effective, while 15% say they are not effective. Education Leaders (85%) are more likely than those in other sectors to say the Lab’s partnerships with educational institutions are effective.

Approximately seven-in-ten Leaders (71%) feel that LANL’s **partnerships with community nonprofit organizations** are effective, while 12% say they are ineffective. Interestingly Leaders in Los Alamos (84%) and those in the Economic/Business sector (81%) are more likely than others to believe these partnerships are effective.

Nearly two-thirds (64%) of the Community Leaders surveyed feel the Lab’s **partnerships with the business community** in Northern New Mexico are effective, while 21% say they are not effective. It should be noted that two-thirds of Economic/Business Leaders say LANL’s partnerships with the business community are effective, while 31% feel they are ineffective.

Approximately three-fifths of Leaders (62%) believe the Lab’s **partnerships with State government agencies** are effective, while 10% feel they are ineffective and 28% have not formed an opinion. Seven-in-ten Government Leaders (71%) feel that LANL’s partnerships with State government agencies are effective, while 9% say they are ineffective.

Three-fifths of Community Leaders feel LANL’s partnerships **with local county and municipal governments** in Northern New Mexico are effective, while 17% say they are ineffective. Approximately half (51%) of Rio Arriba Leaders feel partnerships with local governments are effective, while nearly one-third (32%) say they are ineffective.

When asked to rate the effectiveness of LANL's **partnerships with the State Legislature**, nearly three-fifths (57%) of the Leaders feel they are effective and 9% feel they are *somewhat ineffective*. Approximately seven-in-ten Government Leaders (71%) say the Lab's partnerships with the State Legislature are effective, while 7% say they are *somewhat ineffective*.

Forty-seven percent of Community Leaders believe the Lab's **partnerships with tribal governments and tribal agencies** are effective, while 9% feel they are ineffective and 44% have not formed an opinion. It should be noted that nearly nine-in-ten Tribal Leaders (89%) feel that LANL's partnerships with Tribal governments and agencies are either *very effective* (32%) or *somewhat effective* (57%), while only 9% feel these partnerships are ineffective.

## Effectiveness of LANL Partnerships (Summary Table)

*Ranked By Highest Percentage "Very Effective" (2009)  
Total Sample*

	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/ Won't Say</u>
<b>School districts and educational agencies in Northern New Mexico</b>					
<b>October 2009(n=224)</b>	<b>39%</b>	<b>35%</b>	<b>14%</b>	<b>1%</b>	<b>11%</b>
October 2008 (n=271)	33%	37%	15%	1%	13%
October 2007 (n=289)	29%	33%	13%	4%	21%
September 2006 (n=298)	19%	33%	18%	8%	23%
September 2005 (n=404)	24%	32%	16%	7%	21%
September 2004 (n=262)	21%	35%	16%	6%	22%
September 2003 (n=199)	26%	34%	13%	9%	18%
September 2002 (n=238)	28%	36%	11%	6%	19%
December 2001 (n=204)	23%	40%	17%	2%	17%
September 2000 (n=162)	26%	45%	8%	6%	16%
<b>Business community in Northern New Mexico</b>					
<b>October 2009(n=224)</b>	<b>25%</b>	<b>39%</b>	<b>17%</b>	<b>4%</b>	<b>16%</b>
October 2008 (n=271)	19%	38%	25%	6%	13%
October 2007 (n=289)	12%	39%	23%	14%	12%
September 2006 (n=298)	9%	31%	30%	17%	13%
September 2005 (n=404)	17%	34%	21%	15%	13%
September 2004 (n=262)	13%	38%	22%	12%	14%
September 2003 (n=199)	11%	42%	26%	9%	12%
September 2002 (n = 238)	22%	33%	22%	8%	15%
December 2001 (n = 204)	16%	41%	28%	8%	7%
September 2000 (n = 162)	6%	56%	20%	7%	12%
<b>State government agencies</b>					
<b>October 2009(n=224)</b>	<b>20%</b>	<b>42%</b>	<b>9%</b>	<b>1%</b>	<b>28%</b>
October 2008 (n=271)	16%	37%	19%	3%	25%
October 2007 (n=289)	15%	36%	14%	3%	32%
September 2006 (n=298)	11%	31%	19%	4%	35%
September 2005 (n=404)	12%	35%	14%	5%	34%
September 2004 (n=262)	12%	31%	16%	4%	36%
September 2003 (n=199)	14%	30%	14%	5%	37%
September 2002 (n=238)	15%	32%	13%	5%	36%
December 2001 (n=204)	12%	35%	17%	2%	34%
September 2000 (n=162)	9%	40%	5%	5%	40%

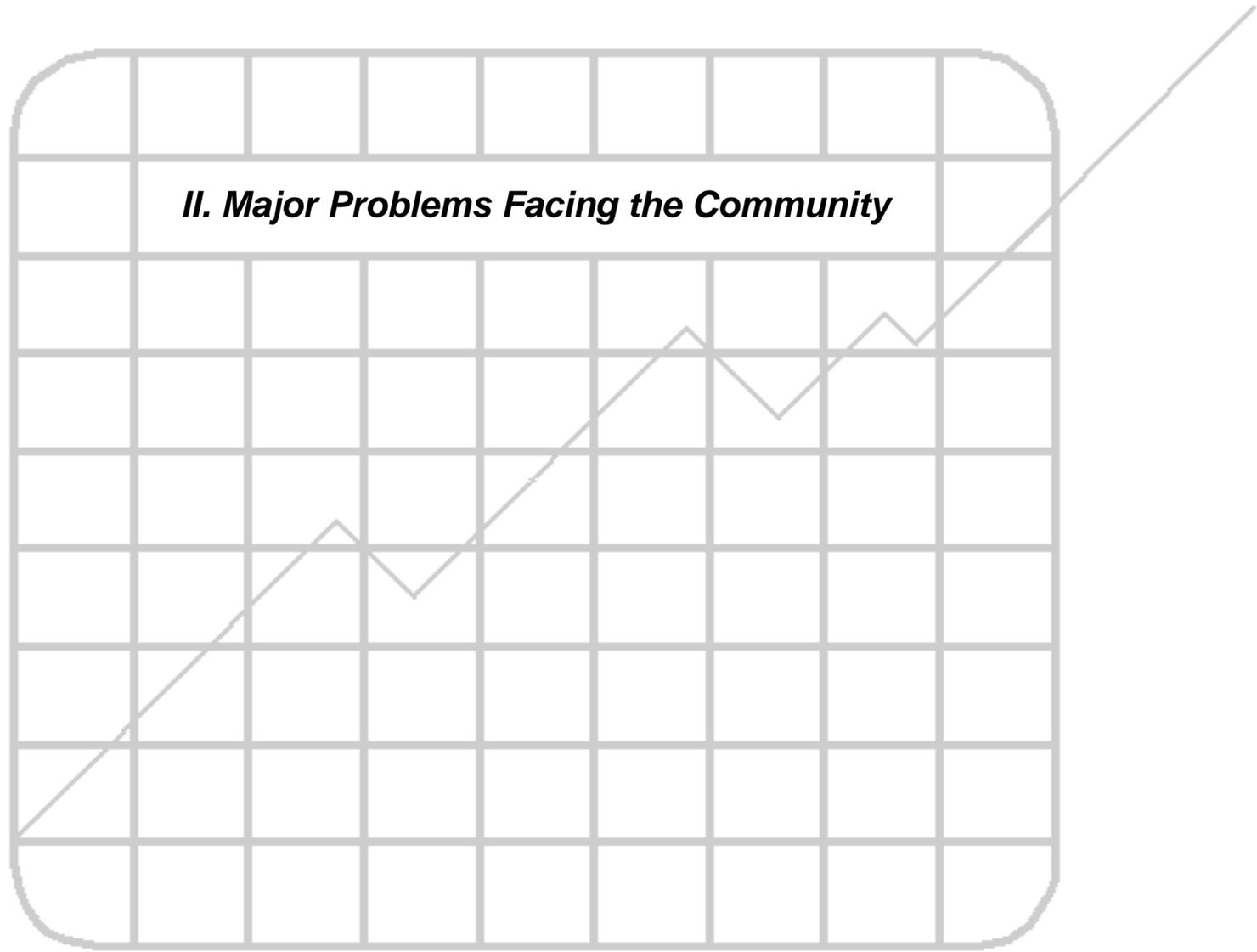
## Effectiveness of LANL Partnerships (Summary Table) (continued)

Ranked By Highest Percentage “Very Effective” (2009)  
Total Sample

	<u>Very Effective</u>	<u>Somewhat Effective</u>	<u>Somewhat Ineffective</u>	<u>Very Ineffective</u>	<u>Don't Know/ Won't Say</u>
<b>Local governments in Northern New Mexico</b>					
<b>October 2009(n=224)</b>	<b>20%</b>	<b>40%</b>	<b>16%</b>	<b>1%</b>	<b>24%</b>
October 2008 (n=271)	15%	43%	18%	4%	20%
October 2007 (n=289)	11%	43%	19%	6%	21%
September 2006 (n=298)	10%	29%	24%	10%	27%
September 2005 (n=404)	14%	35%	21%	9%	21%
September 2004 (n=262)	12%	34%	28%	10%	16%
September 2003 (n=199)	16%	38%	23%	8%	15%
September 2002 (n=238)	15%	44%	18%	5%	18%
December 2001 (n=204)	13%	45%	23%	4%	15%
September 2000 (n=162)	10%	63%	13%	7%	7%
<b>The State Legislature</b>					
<b>October 2009(n=224)</b>	<b>18%</b>	<b>39%</b>	<b>9%</b>	<b>-</b>	<b>35%</b>
October 2008 (n=271)	21%	40%	15%	1%	23%
October 2007 (n=289)	18%	37%	11%	2%	32%
September 2006 (n=298)	13%	29%	15%	5%	38%
September 2005 (n=404)	16%	31%	15%	4%	34%
September 2004 (n=262)	16%	28%	13%	6%	36%
September 2003 (n=199)	17%	28%	14%	6%	36%
September 2002 (n=238)	12%	31%	16%	5%	36%
December 2001 (n=204)	7%	28%	17%	4%	43%
September 2000 (n=162)	7%	31%	12%	5%	45%
<b>Tribal governments and tribal agencies</b>					
<b>October 2009(n=224)</b>	<b>15%</b>	<b>32%</b>	<b>6%</b>	<b>3%</b>	<b>44%</b>
October 2008 (n=271)	13%	24%	16%	4%	44%
October 2007 (n=289)	15%	27%	16%	2%	40%
September 2006 (n=298)	7%	23%	12%	8%	50%
September 2005 (n=404)	10%	26%	14%	4%	45%
September 2004 (n=262)	8%	24%	10%	5%	53%
September 2003 (n=199)	10%	27%	7%	5%	51%
September 2002 (n=238)	12%	23%	10%	7%	48%
December 2001 (n=204)	8%	32%	19%	5%	36%
September 2000 (n=162)	7%	35%	11%	3%	43%

### Trending Analysis

As shown on the previous two pages, the effectiveness ratings for many of LANL's partnerships have improved over the last few years. The effectiveness evaluation for the Lab's partnerships with tribal governments and tribal agencies has increased by ten percentage points since the previous year. Other partnerships have also shown improvement with the exception of the State Legislature, which has slightly decreased from 2008.



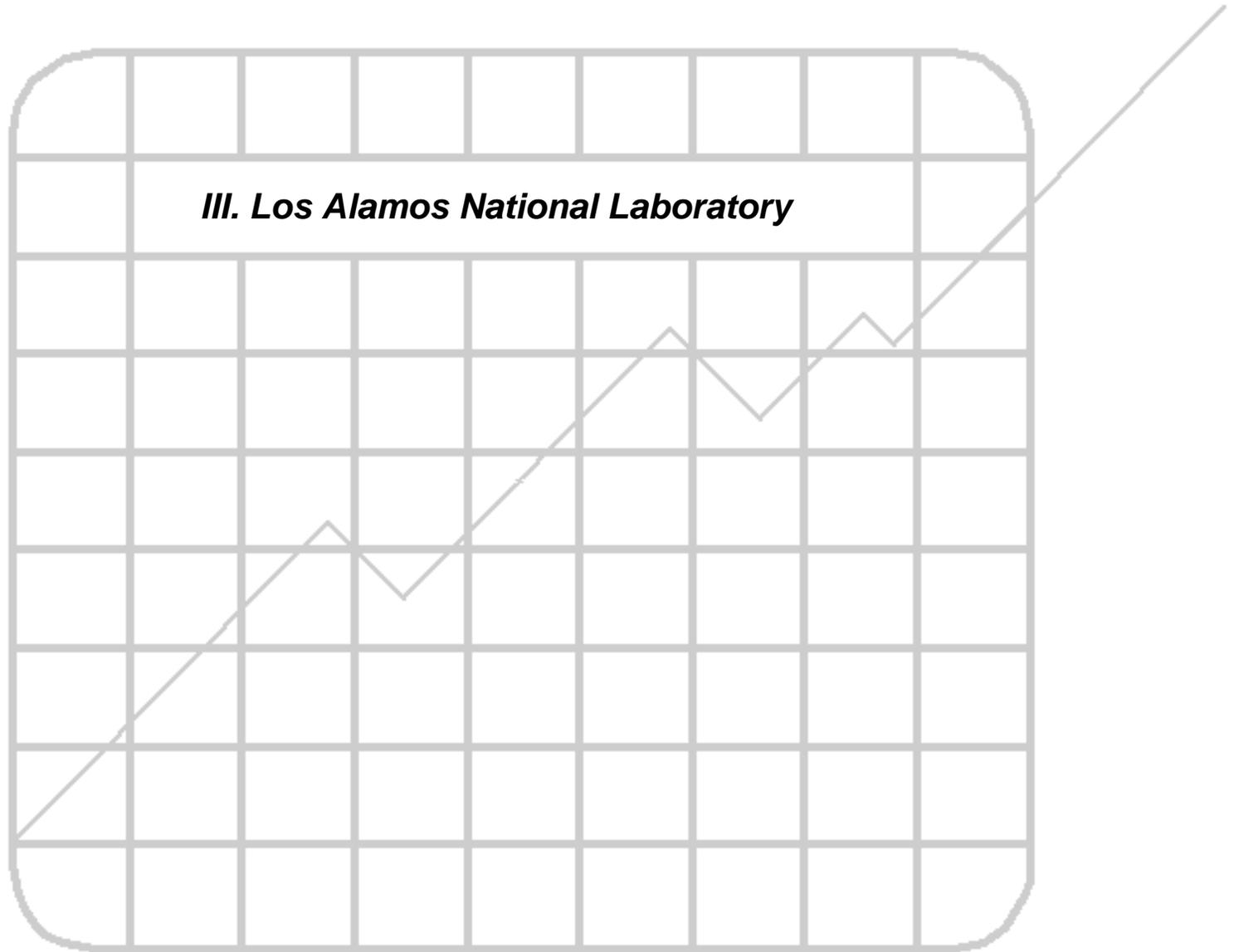
## Major Problems Facing the Community

Question 1: What would you say is the single biggest challenge facing Northern New Mexico today?

	<u>Total Sample (n=224)</u>		<u>Total Sample (n=224)</u>		<u>Total Sample (n=224)</u>
Economy: weak	31%	Environment/polluted air	1%	Lack of capital in the infrastructure	*
Educational system is poor	27%	Availability of low income/affordable homes	1%	Isolation and over dependence on labs	*
Non-availability of good jobs	20%	Water quality/pollution	1%	Programs/activities for youth	*
Illegal drug use	6%	Roads/streets/highways are bad	1%	Quality of teachers	*
Lack of effective workforce development programs/training	5%	Congestion	1%	Affordable day care	*
Lack of skilled labor/labor force	5%	Lack of training for good jobs	1%	Gambling/lottery	*
Economic diversification	4%	Growing too big/too fast	1%	Homeless	*
Lack of economic opportunities	4%	Lack of technology	1%	Land development out of control	*
Poverty	4%	The flu	1%	Isolation from major metro services	*
Alcoholism	4%	Uncertainty about LANL's budget	1%	Climate change	*
Healthcare reform	3%	Balanced budget	1%	Politics in schools	*
Limited economic opportunities	3%	Cost of housing is high/unreasonable	*	Lack of resources for students	*
Low wages	2%	Cost of living is high/unreasonable	*	Crime rate	*
Transportation/schools/public	2%	Government/political leadership is incompetent	*	High price of gasoline/fuel	*
Social disorganization/social decline	2%	Getting contracts through procurement process	*	Hazardous driving	*
Economic development	2%	Recycling	*	Communication between state and tribe	*
Infrastructure	2%	Resources to perform trade work	*	Scholarship opportunities	*
Future of the lab	2%	Workforce not motivated	*	Water litigation	*
Water shortage/reserves	2%	Sustainable employee base	*		
Domestic violence/family problems	2%	Tax shortfall	*	Don't know/won't say	1%
Unemployed/loss of jobs	1%	Mental health	*		
Energy issues	1%	Culture	*		

\* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.



## Impression of Los Alamos National Laboratory

Question 2: Generally, what is your impression of Los Alamos National Laboratory? Using a 5-point scale in which 5 is very favorable and 1 is very unfavorable, what is your impression of Los Alamos National Laboratory?

	Gender		County					Organizational Sector					
	Total Sample (n=224)	Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
5 - Very favorable	35%	35%	35%	34%	36%	30%	38%	30%	34%	31%	45%	27%	33%
4	37%	38%	36%	39%	36%	39%	36%	35%	39%	41%	37%	27%	40%
3	22%	21%	23%	24%	27%	21%	16%	19%	23%	23%	15%	30%	27%
2	3%	3%	4%	2%	-	7%	8%	-	5%	3%	-	9%	-
1 - Very unfavorable	1%	1%	-	-	-	-	-	11%	-	2%	-	2%	-
Don't know/won't say	2%	1%	2%	1%	-	2%	2%	6%	-	-	3%	5%	-
Mean †	4.0	4.0	4.0	4.1	4.1	3.9	4.1	3.8	4.0	4.0	4.3	3.7	4.1

† The mean score is derived by taking the average score based on the 5-point scale. The Very favorable response is assigned a value of 5; the Very unfavorable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

## Evaluation of Los Alamos National Laboratory as a Corporate Citizen in the Community

Question 3: Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in Northern New Mexico? Please use a 5-point scale where 5 means Los Alamos National Laboratory is outstanding and 1 means they are unacceptable.

	Gender		County					Organizational Sector					
	Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups	
5 - Outstanding	33%	31%	36%	33%	36%	33%	31%	28%	27%	36%	37%	27%	40%
4	36%	31%	43%	38%	42%	39%	23%	36%	34%	39%	38%	27%	40%
3	21%	25%	13%	21%	13%	21%	30%	20%	30%	13%	18%	30%	7%
2	9%	10%	6%	7%	10%	5%	15%	5%	9%	10%	5%	9%	13%
1 - Unacceptable	1%	1%	1%	-	-	-	-	12%	-	2%	2%	-	-
Don't know/won't say	1%	1%	1%	1%	-	2%	2%	-	-	-	-	7%	-
Mean †	3.9	3.8	4.1	4.0	4.0	4.0	3.7	3.6	3.8	4.0	4.0	3.8	4.1

† The mean score is derived by taking the average score based on the 5-point scale. The Outstanding response is assigned a value of 5; the Unacceptable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

## Impression of Los Alamos National Security, LLC

Question 4: Using a 5-point scale where 5 is very favorable and 1 is very unfavorable, what is your overall impression of the Laboratory's Management and Operations contractor, Los Alamos National Security, LLC?

	Gender		County					Organizational Sector					
	Total Sample (n=224)	Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
5 - Very favorable	13%	15%	11%	12%	15%	11%	18%	5%	9%	13%	22%	11%	-
4	32%	27%	38%	28%	41%	41%	19%	35%	36%	34%	28%	23%	33%
3	18%	24%	9%	10%	25%	22%	25%	5%	23%	18%	12%	27%	7%
2	9%	8%	11%	10%	12%	5%	8%	8%	16%	8%	3%	5%	20%
1 - Very unfavorable	2%	3%	1%	3%	-	-	2%	11%	2%	2%	2%	5%	-
Don't know/won't say	26%	24%	29%	36%	7%	20%	28%	37%	14%	25%	33%	30%	40%
Mean †	3.6	3.6	3.6	3.6	3.6	3.7	3.6	3.2	3.4	3.7	4.0	3.5	3.2

† The mean score is derived by taking the average score based on the 5-point scale. The Very favorable response is assigned a value of 5; the Very unfavorable response is assigned a value of 1. The Don't Know/Won't Say responses are excluded from the calculation of the mean.

## Ways of Receiving Information about Los Alamos National Laboratory

Question 5: What are the top three ways that you receive information about Los Alamos National Laboratory?

	<i>Total Sample (n=224)</i>		<i>Total Sample (n=224)</i>
Newspapers	47%	Math and Science Academy	1%
Monthly electronic newsletter/Connections (email)	37%	Legislative liaison	1%
Lab employees	25%	Press releases	1%
Neighbors/friends/family	19%	Fire services	1%
Daily electronic news bulletin (email)	17%	Government relations	1%
Television	10%	Los Alamos Report	1%
Mail/general mailings	9%	State agencies	1%
Other meetings/talks	9%	By observation	*
Internet	9%	Marketing	*
Quarterly Regional leaders' breakfast	7%	LACDC	*
E-mail	6%	Communications office	*
Laboratory meetings	4%	Community Leaders	*
Laboratory website	4%	PRSN	*
Chamber of Commerce	4%	Customer relations office	*
Word of mouth	3%	1663 magazine	*
Coworkers/colleagues	3%	Jemez Department of Education	*
Radio	3%	Through the programs they offer	*
I work there	3%	Contract contacts	*
Outreach/events/activities	2%	Don't know/won't say	*
Newsletter	2%		
Phone	2%		
Schools/districts	2%		
Media	1%		
Tribal Relations Team	1%		
The liaison/liaison	1%		
LANL Foundation	1%		

\* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.

## Preferred Ways of Receiving Information about Los Alamos National Laboratory

Question 6: In what ways would you prefer to receive information about LANL and the programs and services the lab offers?

	<i>Total Sample (n=224)</i>		<i>Total Sample (n=224)</i>
Monthly electronic newsletter/ Connections (email)	33%	Los Alamos Report	1%
Daily electronic News bulletin (email)	19%	The Tribal Group/Relations	1%
Fine with what we have	11%	Radio	1%
Newspaper	11%	Personal visits with the schools	1%
E-mail	11%	Communication office	1%
Mail/general mailings	9%	Fax	1%
Lab employees	9%	Liaison	1%
Internet	7%	Be invited to lab to hear about programs	1%
Other meetings/talks	5%	Newspaper advertising	*
Quarterly Regional leaders' breakfast	4%	Tours for Community Leaders	*
Laboratory website	3%	Press releases	*
Print media (memos/letters/newsletter/brochure)	3%	1663 magazine	*
Phone	3%	Media	*
Television	2%	LANL Foundation	*
Neighbors/friends/family	2%		
Directly from lab/outreach	2%	Don't know/won't say	3%
Word of mouth	2%		
Coworkers/colleagues	1%		
Laboratory meetings	1%		

\* Less than 1% reported.

Note: The sum of the percentages exceeds 100% due to multiple responses.

### Evaluation of Specific LANL Attributes: Efforts to Purchase Goods and Services from Businesses in Northern New Mexico Communities

Question 7: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The Lab's efforts to purchase goods and services from businesses in Northern New Mexico communities during the last year**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	24%	25%	24%	24%	38%	28%	16%	-	23%	38%	23%	11%	7%
Somewhat satisfied	27%	34%	16%	25%	21%	32%	21%	59%	34%	23%	23%	30%	20%
Somewhat dissatisfied	13%	16%	7%	7%	12%	6%	26%	17%	11%	15%	10%	16%	13%
Very dissatisfied	6%	6%	5%	2%	10%	3%	11%	-	11%	8%	2%	-	-
Don't know/won't say	31%	19%	48%	42%	19%	31%	26%	24%	20%	16%	42%	43%	60%

### Evaluation of Specific LANL Attributes: Efforts to Listen to the Perspectives of the Northern New Mexico Community

Question 8: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The lab's efforts to listen to the perspectives of the Northern New Mexico community**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	32%	33%	31%	34%	36%	27%	28%	28%	32%	34%	33%	30%	27%
Somewhat satisfied	44%	39%	52%	44%	41%	50%	42%	55%	41%	39%	50%	36%	73%
Somewhat dissatisfied	13%	16%	8%	11%	14%	12%	20%	-	18%	11%	10%	16%	-
Very dissatisfied	2%	2%	1%	-	2%	-	4%	5%	2%	2%	-	5%	-
Don't know/won't say	9%	10%	7%	12%	6%	11%	6%	13%	7%	13%	7%	14%	-

### Evaluation of Specific LANL Attributes: Efforts to Respond to the Perspectives of the Northern New Mexico Community

Question 9: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The lab's efforts to respond to the perspectives of the Northern New Mexico community**

	Total Sample (n=224)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	28%	27%	28%	32%	24%	29%	25%	15%	25%	21%	35%	32%	27%
Somewhat satisfied	44%	41%	49%	42%	46%	51%	38%	61%	45%	46%	47%	32%	53%
Somewhat dissatisfied	15%	19%	10%	14%	17%	9%	22%	11%	18%	15%	8%	23%	13%
Very dissatisfied	2%	1%	3%	2%	2%	-	4%	-	5%	2%	-	2%	-
Don't know/won't say	11%	12%	10%	11%	11%	11%	11%	13%	7%	16%	10%	11%	7%

### Evaluation of Specific LANL Attributes: Overall Impact on Economy of the Northern New Mexico Community

Question 10: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The overall impact that the Lab has on the economy of the Northern New Mexico community**

	Total Sample (n=224)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	58%	57%	60%	62%	61%	50%	62%	34%	64%	56%	65%	36%	73%
Somewhat satisfied	34%	37%	29%	30%	30%	37%	34%	54%	30%	39%	30%	39%	27%
Somewhat dissatisfied	5%	5%	4%	3%	6%	6%	3%	12%	2%	3%	3%	18%	-
Very dissatisfied	2%	1%	3%	2%	2%	4%	-	-	5%	2%	-	-	-
Don't know/won't say	1%	-	4%	2%	2%	2%	-	-	-	-	2%	7%	-

### Evaluation of Specific LANL Attributes: Efforts to Provide Effective Environmental Stewardship, Monitoring and Remediation

Question 11: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The Lab's efforts to provide effective environmental stewardship, monitoring and remediation**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	25%	23%	28%	17%	47%	16%	22%	17%	27%	33%	23%	18%	7%
Somewhat satisfied	45%	49%	38%	46%	42%	52%	39%	53%	45%	44%	43%	45%	47%
Somewhat dissatisfied	13%	13%	12%	14%	4%	16%	20%	8%	11%	7%	12%	18%	33%
Very dissatisfied	4%	4%	4%	6%	-	4%	3%	11%	7%	5%	-	5%	-
Don't know/won't say	14%	11%	18%	17%	7%	12%	16%	11%	9%	11%	22%	14%	13%

### Evaluation of Specific LANL Attributes: Involvement in Northern New Mexico through Charitable Organizations

Question 12: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The Lab's involvement in Northern New Mexico through programs such as school and holiday drives, United Way Campaigns and other charitable programs**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	51%	45%	60%	52%	64%	42%	44%	40%	52%	48%	60%	39%	53%
Somewhat satisfied	30%	35%	23%	23%	32%	44%	33%	23%	30%	36%	22%	39%	20%
Somewhat dissatisfied	7%	10%	3%	9%	4%	2%	9%	12%	5%	5%	7%	14%	13%
Very dissatisfied	*	1%	-	-	-	3%	-	-	-	-	2%	-	-
Don't know/won't say	11%	10%	13%	15%	-	9%	14%	25%	14%	11%	10%	9%	13%

\* Less than 1% reported.

### Evaluation of Specific LANL Attributes: Overall Impact on Education in the Northern New Mexico Community

Question 13: For the following item about Los Alamos National Laboratory, please tell me how satisfied you are with: **The overall impact that the lab has on education in the Northern New Mexico community**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	43%	39%	50%	45%	38%	44%	42%	46%	43%	38%	53%	41%	33%
Somewhat satisfied	39%	41%	36%	33%	52%	33%	40%	34%	27%	39%	38%	45%	67%
Somewhat dissatisfied	11%	14%	6%	10%	10%	13%	12%	8%	20%	10%	5%	11%	-
Very dissatisfied	3%	2%	3%	4%	-	3%	3%	6%	2%	3%	3%	2%	-
Don't know/won't say	5%	5%	4%	8%	-	7%	2%	6%	7%	10%	-	-	-

### Evaluation of Specific LANL Attributes: The Efforts of Los Alamos National Laboratory to Support Education Activities Such as Grants and the LANL Employees Scholarship Fund

Question 21: Please rate if you are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following area: **The efforts of Los Alamos National Laboratory to support education activities such as grants and the LANL Employees Scholarship Fund**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	51%	47%	57%	44%	53%	47%	57%	64%	48%	41%	65%	48%	60%
Somewhat satisfied	30%	32%	27%	29%	39%	35%	21%	29%	34%	36%	20%	34%	20%
Somewhat dissatisfied	7%	7%	5%	7%	4%	4%	13%	-	9%	5%	5%	11%	-
Very dissatisfied	1%	1%	1%	1%	-	3%	-	-	-	-	3%	-	-
Don't know/won't say	11%	12%	11%	19%	4%	12%	9%	6%	9%	18%	7%	7%	20%

**Evaluation of Specific LANL Attributes:  
The Education Programs Offered by LANL Such as the Bradbury Museum, Math and Science Academy, Adventures in Supercomputing Challenge, and Partnerships with New Mexico Colleges and Universities**

Question 22: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following areas: **The education programs offered by LANL such as the Bradbury Museum, Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities**

	Total Sample (n=224)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	61%	58%	65%	64%	64%	50%	59%	58%	64%	48%	73%	52%	80%
Somewhat satisfied	26%	28%	24%	18%	31%	32%	28%	28%	25%	34%	17%	34%	13%
Somewhat dissatisfied	5%	6%	2%	4%	4%	7%	6%	-	5%	5%	5%	7%	-
Very dissatisfied	*	1%	-	-	-	3%	-	-	-	-	2%	-	-
Don't know/won't say	8%	7%	8%	13%	-	7%	7%	14%	7%	13%	3%	7%	7%

**Evaluation of Specific LANL Attributes:  
Methods Available to You to Communicate with Los Alamos National Laboratory to Voice Your Needs, Concerns, and Ideas**

Question 23: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following area: **The methods available to you to communicate with Los Alamos National Laboratory to voice your needs, concerns, and ideas**

	Total Sample (n=224)	Gender		County					Organizational Sector				Special Interest Groups
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	
Very satisfied	33%	34%	32%	35%	35%	32%	28%	23%	50%	25%	32%	25%	27%
Somewhat satisfied	40%	37%	45%	37%	39%	50%	35%	57%	20%	48%	42%	55%	47%
Somewhat dissatisfied	16%	19%	12%	11%	20%	15%	23%	13%	25%	16%	10%	14%	13%
Very dissatisfied	5%	6%	2%	6%	6%	3%	4%	6%	-	7%	7%	2%	13%
Don't know/won't say	6%	4%	9%	11%	-	-	11%	-	5%	5%	10%	5%	-

\* Less than 1% reported.

### Evaluation of Specific LANL Attributes: Contributions of LANL Employees to the Community Through Donations and Volunteerism

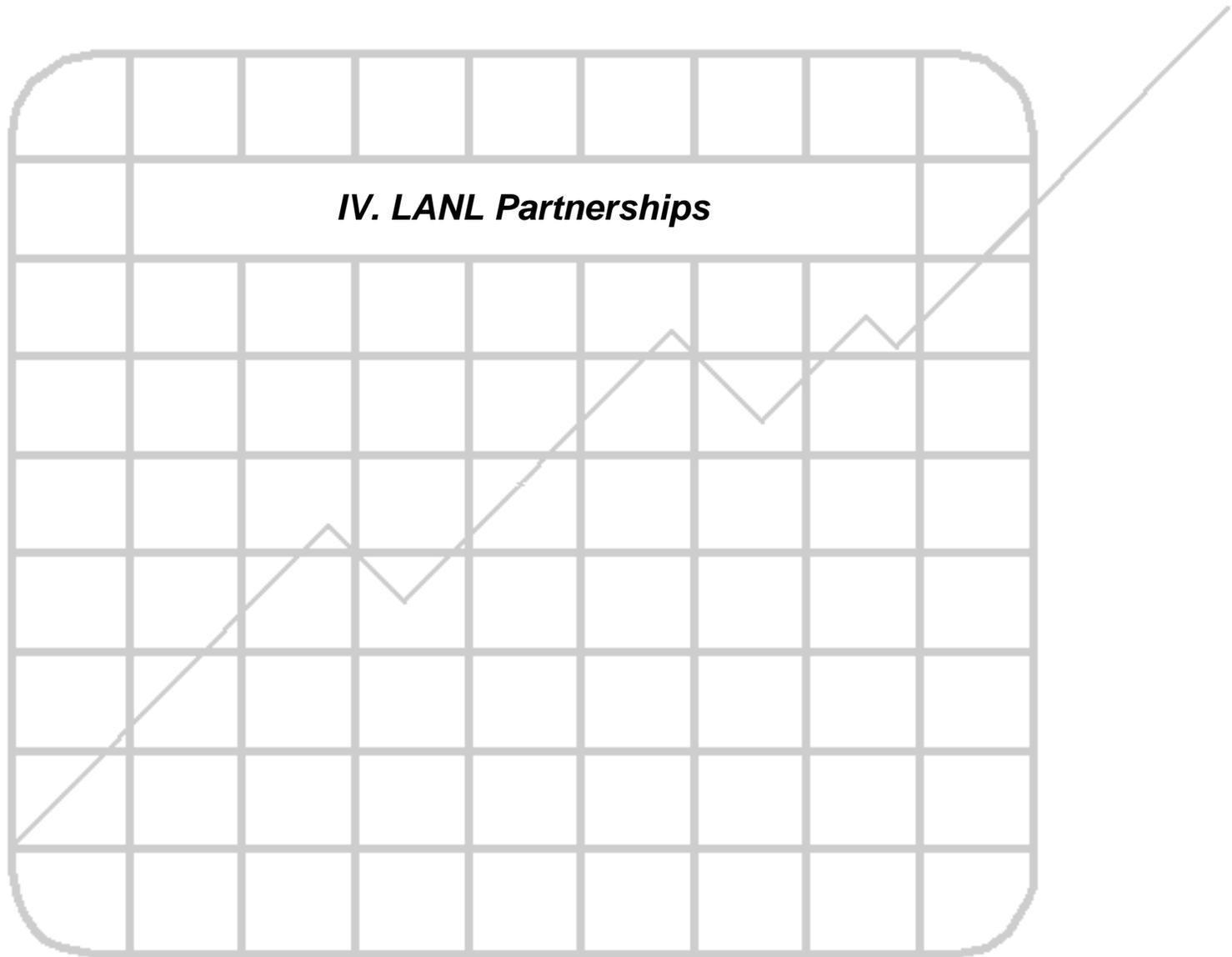
Question 24: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following areas: **The contributions of LANL employees to the community through donations and volunteerism**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	48%	49%	48%	51%	63%	34%	41%	40%	59%	43%	47%	36%	67%
Somewhat satisfied	26%	25%	28%	22%	28%	27%	35%	17%	27%	28%	27%	32%	-
Somewhat dissatisfied	7%	7%	6%	3%	2%	12%	14%	11%	5%	11%	2%	14%	-
Very dissatisfied	2%	2%	2%	5%	-	3%	-	-	-	-	5%	-	13%
Don't know/won't say	16%	17%	16%	19%	7%	25%	10%	32%	9%	18%	20%	18%	20%

### Evaluation of Specific LANL Attributes: Lab's Economic Development Programs Such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start

Question 25: Please rate if you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied with Los Alamos National Laboratory's efforts in the following areas: **The Lab's economic development programs such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very satisfied	31%	34%	28%	36%	29%	40%	13%	48%	36%	38%	25%	18%	40%
Somewhat satisfied	31%	34%	25%	31%	32%	26%	32%	34%	30%	30%	23%	41%	47%
Somewhat dissatisfied	13%	12%	14%	6%	14%	11%	27%	6%	20%	20%	5%	7%	-
Very dissatisfied	3%	4%	1%	3%	7%	-	2%	-	7%	2%	2%	2%	-
Don't know/won't say	22%	16%	31%	24%	18%	23%	26%	12%	7%	11%	45%	32%	13%



### Effectiveness of Los Alamos National Lab Partnerships: With the Business Community in Northern New Mexico

Question 14: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships? Would you say the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With the business community in Northern New Mexico**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	25%	22%	28%	25%	21%	38%	16%	28%	20%	23%	28%	25%	33%
Somewhat effective	39%	41%	36%	45%	41%	29%	35%	42%	41%	43%	35%	27%	53%
Somewhat ineffective	17%	19%	13%	10%	21%	15%	27%	14%	20%	26%	8%	11%	7%
Very ineffective	4%	4%	4%	3%	6%	-	6%	6%	9%	5%	2%	-	-
Don't know/won't say	16%	13%	19%	17%	12%	19%	17%	10%	9%	3%	27%	36%	7%

### Effectiveness of Los Alamos National Lab Partnerships: With the School Districts, Colleges and Universities in Northern New Mexico

Question 15: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With the school districts, colleges and universities in Northern New Mexico**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	39%	35%	44%	39%	34%	40%	41%	35%	39%	23%	55%	39%	47%
Somewhat effective	35%	37%	32%	34%	43%	29%	32%	40%	27%	44%	30%	36%	40%
Somewhat ineffective	14%	17%	9%	10%	17%	16%	17%	6%	16%	15%	13%	11%	7%
Very ineffective	1%	1%	2%	3%	-	-	3%	-	2%	2%	2%	-	-
Don't know/won't say	11%	10%	13%	14%	6%	14%	8%	19%	16%	16%	-	14%	7%

### Effectiveness of Los Alamos National Lab Partnerships: With Local County and Municipal Governments in Northern New Mexico

Question 16: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With local county and municipal governments in Northern New Mexico**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	20%	21%	18%	26%	21%	15%	18%	11%	25%	13%	27%	14%	20%
Somewhat effective	40%	38%	42%	40%	43%	38%	33%	53%	43%	48%	27%	41%	40%
Somewhat ineffective	16%	20%	8%	4%	23%	9%	29%	20%	23%	21%	7%	11%	7%
Very ineffective	1%	1%	1%	1%	-	-	3%	-	2%	2%	-	-	-
Don't know/won't say	24%	20%	30%	29%	13%	38%	17%	16%	7%	16%	40%	34%	33%

### Effectiveness of Los Alamos National Lab Partnerships: With Tribal Governments and Tribal Agencies

Question 17: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With Tribal governments and tribal agencies**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	15%	14%	17%	17%	16%	15%	16%	5%	18%	15%	7%	32%	-
Somewhat effective	32%	34%	29%	28%	38%	41%	25%	34%	20%	41%	22%	57%	20%
Somewhat ineffective	6%	6%	7%	6%	7%	2%	12%	-	14%	3%	3%	7%	-
Very ineffective	3%	4%	-	1%	2%	3%	2%	11%	-	7%	2%	2%	-
Don't know/won't say	44%	42%	48%	48%	37%	39%	45%	50%	48%	34%	67%	2%	80%

### Effectiveness of Los Alamos National Lab Partnerships: With State Government Agencies

Question 18: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With State government agencies**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	20%	18%	24%	23%	11%	21%	22%	28%	23%	15%	23%	16%	33%
Somewhat effective	42%	44%	38%	39%	55%	47%	32%	35%	48%	36%	40%	48%	40%
Somewhat ineffective	9%	12%	6%	6%	12%	12%	14%	-	7%	18%	2%	11%	7%
Very ineffective	1%	1%	-	-	2%	-	-	-	2%	-	-	-	-
Don't know/won't say	28%	25%	32%	32%	21%	20%	31%	37%	20%	31%	35%	25%	20%

### Effectiveness of Los Alamos National Lab Partnerships: With the State Legislature

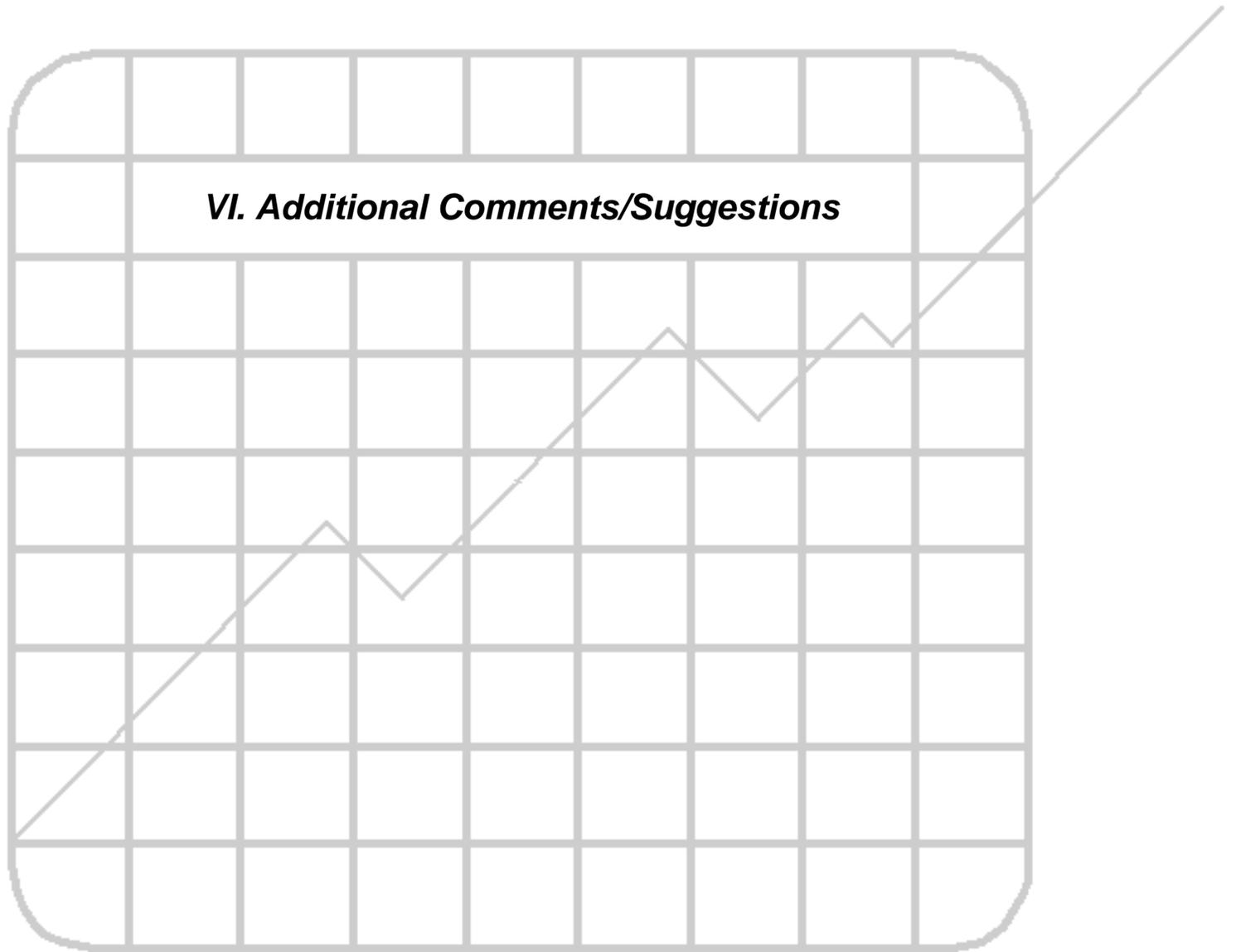
Question 19: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With the State Legislature**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	18%	16%	20%	18%	11%	18%	22%	21%	23%	8%	23%	14%	27%
Somewhat effective	39%	39%	38%	38%	41%	50%	31%	37%	48%	38%	32%	36%	40%
Somewhat ineffective	9%	11%	6%	6%	14%	6%	11%	11%	7%	18%	2%	9%	7%
Don't know/won't say	35%	34%	36%	38%	34%	26%	37%	31%	23%	36%	43%	41%	27%

## Effectiveness of Los Alamos National Lab Partnerships: With Community Non-Profit Organizations

Question 20: Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnership? Would the following partnerships have been very effective, somewhat effective, somewhat ineffective, or very ineffective: **With community nonprofit organizations.**

	Total Sample (n=224)	Gender		County					Organizational Sector				
		Male	Female	Santa Fe	Los Alamos	Other New Mexico	Rio Arriba	Taos	Governmental	Economic/Business	Education	Tribal	Special Interest Groups
Very effective	31%	29%	34%	26%	42%	33%	20%	37%	27%	30%	37%	25%	47%
Somewhat effective	40%	41%	40%	44%	42%	37%	44%	27%	36%	51%	33%	45%	27%
Somewhat ineffective	8%	11%	4%	3%	6%	11%	14%	14%	16%	7%	2%	9%	7%
Very ineffective	4%	4%	2%	4%	4%	3%	-	11%	2%	5%	3%	2%	7%
Don't know/won't say	17%	15%	20%	23%	6%	16%	22%	11%	18%	8%	25%	18%	13%



## Comments Regarding Improving Community Involvement, Regional Economic Development or Education Outreach

*Question.26 Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or education initiatives?*

As long as we are kept in the loop of what they are doing I think that is terrific.

Thank the lab for their generosity in funding my Taos Entrepreneurial Network; Lab is vital and very grateful.

I think lab's upper management should make a better effort to be involved with Los Alamos non-profits. Easy way could be to send representative to Community Health Council meetings first Thursday of every month.

Continued efforts with the Community Leaders breakfast.

Keep elevating and working to make people aware.

Expectations are unrealistic and the efforts they provide are terrific.

Executive Team needs to be more involved in the communities; it appears they aren't involved in the community. We need more openness and communication from them.

Lab could do a better job of listening to the community. Do a better job with schools on levels below colleges. Do better in how they handle their contracts and procurements (timeliness).

Doing a great job.

Very pleased that the quarterly Community Leaders breakfast has started up again.

Overall they are doing an outstanding job considering these are things they do not have to do.

Try to involve yourself with large and small businesses.

When this group first came in they came here and do business here and give us great strides in doing community service.

Keep up the good work.

We've been very pleased with our partnership with the labs and look forward to continuing.

Communicating to the general public about the programs the labs have to offer. Have a blog on the Internet informing the public.

Working with small companies on the process of procurement.

Would like to see the Lab move out more toward the community for the local services. Use local services when available.

Continued strong efforts for local procurement.

Lab needs to refocus their attention on sustainable building technologies and renewable energy research for both local and global economies. Get off the hill and participate in the cultural diversity of their surrounding communities on a personal level.

They need to be out there a little more. Need to come into Santa Fe a little more.

Lab is doing a good job involving themselves in the community, moving in right direction in economic development. Education needs to advertise their programs more. Labs need to play a better role to communicate with the kids about education and help curb the drop out rate and help students get excited about science and technology.

Vocational education is something that needs to be looked into, construction trade in particular.

I'd like to know what they are doing and I would like information. My email is same innofthegovernors.com.

It does appear there have been vast improvements. As corporate citizen, they're working smarter.

Glad they partnered with us. LANL is a great resource.

LANL needs to have a physical presence in schools more often than once per year. LANL needs to make a commitment to implement a science and math curriculum that will improve scores of rural Mora students to better compete in the science and math fields. And improve SAT and ASVAB test scores.

Students need motivation and support from LANL.

Spend more on grants and scholarship for kids from Mora.

Being personally involved with outreach for education, I'm greatly satisfied with LANL's presenter and consultants.

We need some A.D.I.D. volunteers from LANL to come to the schools.

Consider funding grants for private/parochial schools. Have applied for years and have not received anything.

Grateful for the LANL Foundation for grants, funding computers. Need more online access and infrastructure and technology assistance in our schools.

LANL's support in the education realm especially, has demised remarkably since the LLC has been involved.

Guidelines unclear as to 501-C(3) eligibility. Applied for grant and was denied. Was not notified in a timely manner. Need more information on who we are actually applying to, such as what branch of LANL.

At a community meeting it was announced that LANL employees had donated "X" number of hours, which turns out to be % of what could actually be donated. Employees may fear being penalized for taking time off. Donating hours needs to be encouraged. Also, LANL employees donated 100 pairs of shoes. More could have been spent for many more shoes or even to feed kids who don't have enough to eat. LANL can afford more money and time in donations.

When the partners took over and LANL became a for-profit, they came from all over. They are not in tune with this state's cultures, we are all still in a learning curve. LANL is a great employer, we are doing good science.

We need better informational news directly to the schools for grants and programs/services offered through LANL.

Collaborate with other organizations to bring more grants into the schools.

Continue to expand work with local community colleges.

They are a model - what they do is so important to the community.

Pay special attention to session coming up in October with N.G.O.'s so they get proper funding.

It's tough to follow the Lab's economic development and technology transfer.

Technology transfer could be very effective. Joint research - where possible - with the private sector would create opportunities.

I'd give high marks to Mariann with Northern New Mexico Connect. Need better dialog with Española government agencies.

No - just continue doing what they are doing - the electronic newsletter and breakfasts are very effective.

I applaud the efforts of RDC and want them to continue.

I think the Lab is doing a better job in the last couple of years compared to the years I worked there; I would like to see them reach out more to the community to let them know what is available.

No, but glad you are doing the survey.

I think their education initiatives are quite good.

Hope the Lab considers the cornerstone approach with United Way. Business contracts more sensitized to give back to community.

Education initiatives should be top priority.

The wider the Lab spreads its umbrella it might tend to limit resources to the local area.

I have the perception that the Lab is more effective with its programs outside of Los Alamos as opposed to within Los Alamos.

The email newsletter does a good job of highlighting that LANL is more than just a nuclear site.

Send out emails explaining what's available and how to access and or use it.

Local educational projects tend to not get funded whereas projects off the hill do.

The internship program is excellent but open up more - more variety of types of jobs.

LANL does a very good job re: education but can always do more; more support, more volunteers.

While the survey is a good idea, I think LANL needs to pursue why people have the opinions they do. Since LANL has such a presence in Northern New Mexico and makes up one-third of the economy, whatever they do or don't do has pervasive effects. I think concentrated focus groups would be the key to finding opportunities for improvement.

I have not even heard of some of these programs - need to get more information out; I thought the handling/management/follow through of the I Magic Program in Española was very poor.

Would like to see more educational initiatives aimed at middle level students who don't have many educational opportunities; perhaps a summer program for kids more likely to be in the craft or maintenance sector of the lab workforce. Would also like to see some one-on-one meetings - even if only for 0 minutes - between the lab director and associate director with Community Leaders to discuss issues.

I don't know if they already have this but they should allow for input on website so LANL can get more information from more people.

Channel more money to local educational agencies. More scientists and executives from lab working with educational entities - sort of executives on loan.

All I want is for LANL to be profitable and general jobs - that's what this town and these people need.

Continue to support Northern New Mexico education - it's a huge economic strength for the community.

As a former employee of the lab and now the head of a non-profit providing S.T.E.M. education I feel the following: we hardly ever get a

volunteer from the lab in our classrooms or at our competitions/student workshops. We cannot get space for classrooms, nor can we get LANL summer interns at our UNM campus. LANL is not being creative enough to go beyond security limitations.

Just keep supporting education as they have been.

I cannot stress enough how beneficial the LANL support to the school district and development of technology have been. The format of school partnership with outside contractor has been wonderful. Susan Herrera and staff at LANL foundation really care and are wonderful. The MSA program has been instrumental with both students and teachers.

I'd like to make an observation that many of the people at the top publicly give lip service to wanting to help but don't come through privately. Also, lots of resources, perhaps too much, go outside Los Alamos while our schools crumble.

On education: perhaps lab could communicate better the lab's needs so schools can teach what is needed.

I really see the lab value of Northern New Mexico Connect.

Procurement process needs to be broken down to need specific.

Would like to have a published list of movers and shakers so we have a contact list.

Economic development is where there should be more focus. But they are making greater progress with the Community Leaders breakfast; hard to be everything to everyone.

Overall LANL is doing a good job in getting out there but once you get off the main hill they will always be under the microscope with communities other than Los Alamos. Need to keep open.

Like to see more emphasis on education and more emphasis on management participation in local community government.

I'm very satisfied with what the Lab has done in the area of energy and renewable energy.

Santa Fe schools elementary and middle school would like the opportunity to integrate some of your educational programs into their

schools. Los Alamos economist to talk to the Santa Fe Chamber of Commerce, City Council to help them be aware of the impact LANL has on the Northern New Mexico communities.

The North Valley does not view the Labs as part of the community. Need to connect with the community by basically having lab functions and operations housed in the valley.

Working across the communities I think you are jacketed in each community and need to work across or throughout all the communities.

Doing terrific on strides with economic development. Overall environmental effect of past leadership the Lab seems not to be moving quickly enough.

Very impressed this year with the community outreach/great strides have been made this last year. I don't know as much about philanthropic efforts as they should communicate.

Would like to receive your monthly e-mails, garys@newmex.com.

Would like to see them get more involved in local communities (Santa Fe/Española-Los Alamos. I would like to see more spending to help the Northern New Mexico communities and promote economic development with less out of state spending.

Awhile back the Labs promised to bring in some programs and never did. That happens with them sometimes. Sometimes Northern New Mexico is forgotten.

Good leaders.

Must continue programs to help Northern New Mexico.

LANL needs to work on reaching out/direct communication to colleges and secondary schools about active community outreach programs then present to the board of region about partnerships.

Need to reach more children through more school programs.

More involved in junior achievement program to target the student body specifically.

Leave lines of communication open for municipal and business

community readers. Look for ways to continue to improve purchase procedures so as to be more efficient for small businesses.

Build more facilities in the valley and build more buildings that don't need to be secure.

Research institutes depended on young scientists; young scientists have families and they are looking at housing and good community and need to be able to find good reasonable housing and a place to live. Put more into the community.

Lab has come a long way in the last year but the Lab needs more communication with the community.

The bureaucracy makes them hard to do business with. They live in a world that's not reality.

Good job.

Keep doing what they are doing.

The Lab is doing good on its increased part in United Way. Lab tends to create programs that don't meet the communities' needs; its just some program someone at the Labs thought up. Need to listen to the community more.

I'm getting some of the information about some of the programs. I am in Sandoval County. I would like to speak to the representative from the New Mexico Tribal Higher Education Commission about this.

I think LANL focuses on economic development for the communities, but the tribe could really benefit from it as well.

I am not too sure about the education initiatives they offer.

I would like to see more involvement in the education process providing educational support in Northern New Mexico.

Do more community outreach for kids. I wish there was more money to help Indian education. LANL is moving in the right direction.

I wish the Lab would make direct contributions to the Boys and Girls Clubs instead of it going to national funding for them to allocate it out. The county makes more contributions.

Everything has been good.

I think the Lab does a wonderful job. It would be good to increase the size of the Tribal relations office so more collaboration can happen.

I think LANL is doing a good job in education initiatives, the opportunities are there but not enough. Native Americans are taking advantage of them. They may not be aware of them, so I think there needs to be more outreach.

The communication needs to be better to encourage education and economy especially in the valley areas of Northern New Mexico.

I think LANL is doing a good job. The community just needs to be aware of what's going on.

The poor water quality has impacted Cochiti Lake. They need to plan to keep things safe and communicate that to the public.

Articles in the New Mexican paper would be beneficial to the general public, or put articles in the general newspaper.

LANL has really promoted math and science with the youth. I would like to see a mentoring or internship program for teachers or our youth.

I would like to see them recruit more Native Americans and conform to their cultural needs and sensitivities.

We need to develop a conduit for effective communication. The public doesn't know enough about LANL and they don't know how to establish a relationship with them or how to approach them.

This is our first year with the LANL foundation and we're looking forward to working with them and we're pleased we were awarded.

I wish they would reinstate the tribal scholarships.

I would like to see more Native Americans employed at the labs. Also, more educational opportunities for the students and involvement in the Lab. More internships.

Overall, they're doing a pretty good job, but there is always room for improvement.

They should be more truthful about waste disposal and the runoff into the Jemez, Cochiti and other areas. How does this all affect the environment and the wildlife?

Continue to communicate with the Tribal Education Program.

Quarterly Regional Leaders Breakfast should be expanded out to other communities in New Mexico so that more people have the opportunity to attend more conveniently.

They have some good programs, but I think there needs to be more communication with the general public and the business community. Also, direct contact with the education systems.

We need more information on what the Lab offers. I would like to know how they work with the different partnerships and other neighboring counties and cities.

We have benefited fairly extensively from RDC and LANL. It's a good program and would like to see more. However, their procurement office may need improvements and more efficient and effective ways to benefit the business community.

Mr. Torres has been very helpful to keep us informed. We appreciated his phone calls and visits.

They need to do more outreach in development, education outreach, business outreach and general public outreach.

Participating more in community affairs and schools in Española area; guest lecturers; volunteer teachers; attendance to civic events; participate in long term planning in downtown Española; one year rotating professorships; donation of books to libraries; tutoring and mentoring by LANL employees; additional internships at Northern New Mexico colleges.

The community at large is not being kept informed with what is going on at the Lab, due to either media coverage or lack of PR campaign by the Lab.

Kenneth.ortiz@state.nm.us would like to receive your monthly newsletter.

Lab has responsibility to work harder on economic development. Needs to start achieving goals to give contracts to New Mexico businesses.

rstrujillo@santafenm.gov would like to receive e-mail newsletter.

Would like to get more information about the Labs. Would like monthly newsletter kas@sommerudall.com

I think it's very difficult for charitable non-profit organization to get access to the Lab employees for contributions and community development programs.

They do a really good job given the challenges they face in Northern New Mexico.

Better communication to everyone: the community, business leaders, government agencies, etc.

This survey includes only the Northern New Mexico area and would like to see all areas included. Don't just focus on the Northern New Mexico area. I believe that LANL is doing a good job communicating with our pueblo and wish to continue that relationship.

I feel LANL is driven toward larger populated areas, business and political relationships. The smaller, rural communities get left out. They don't seem to be too involved with the tribal entities.

I think their challenge is to increase the percentage of support to the business community. If they could increase this, it would help boost the economy.

It would be nice if LANL could post every month's programs that are available and that can be applied for and eligibility requirements.

It is such a mammoth organization that it is not making the cultural connections in Santa Fe with the museums. Need to reach out to them.

They are making an effort to be involved with the communities and as time goes on it will get much better.

Need to become a training facility for the nation. They need to diversify their usefulness to the nation. Need to be able to promote their unique skills. And direct contact by their management to local governments.

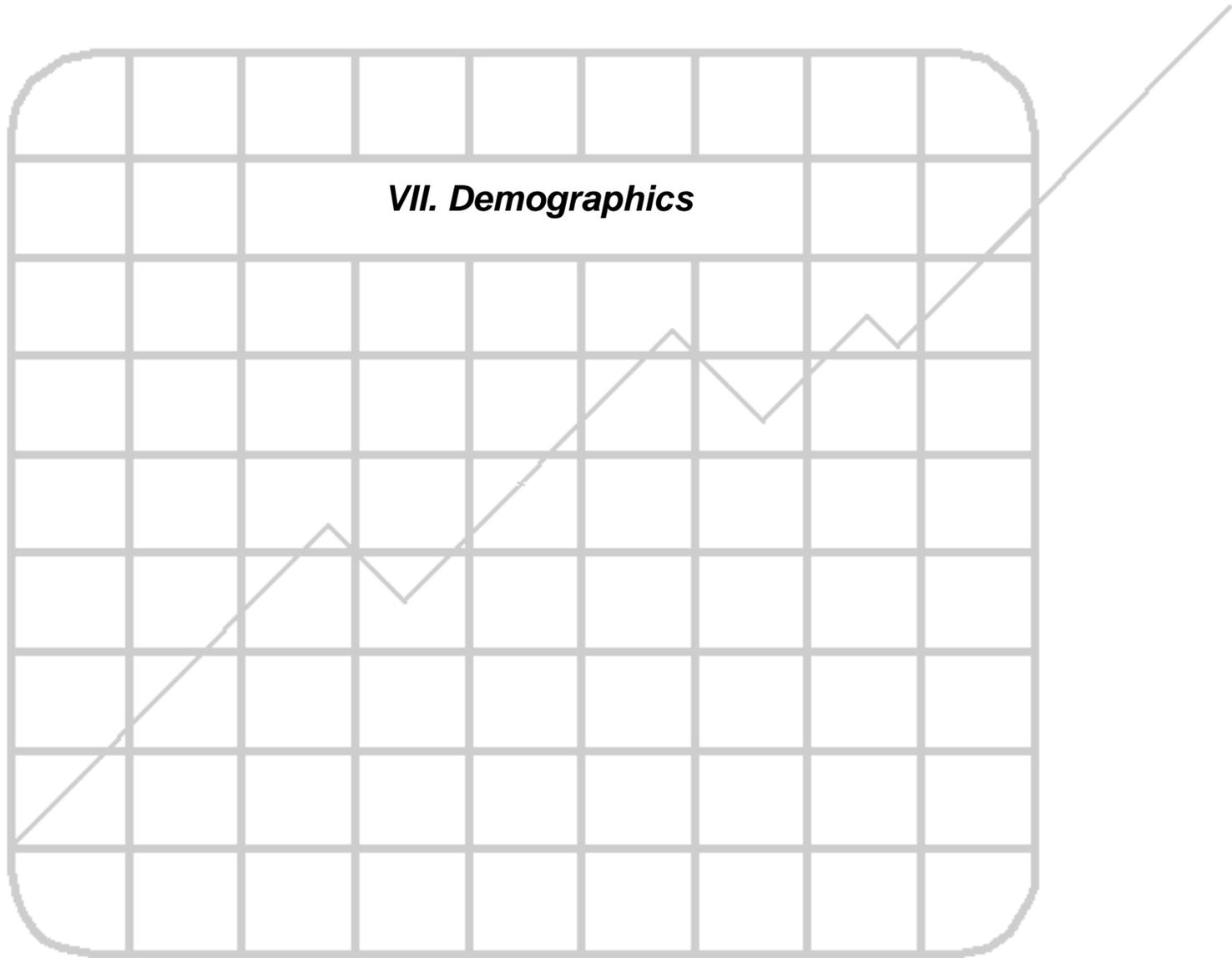
Lab needs to be more involved in Northern New Mexico small businesses and the Chamber of Commerce in Northern New Mexico.

Send out a flyer or newsletter about their programs. Send them to the general public about their activities. They can also make communication through the talk shows on the radio with the tribal leaders.

They do a fantastic job in a hostile environment.

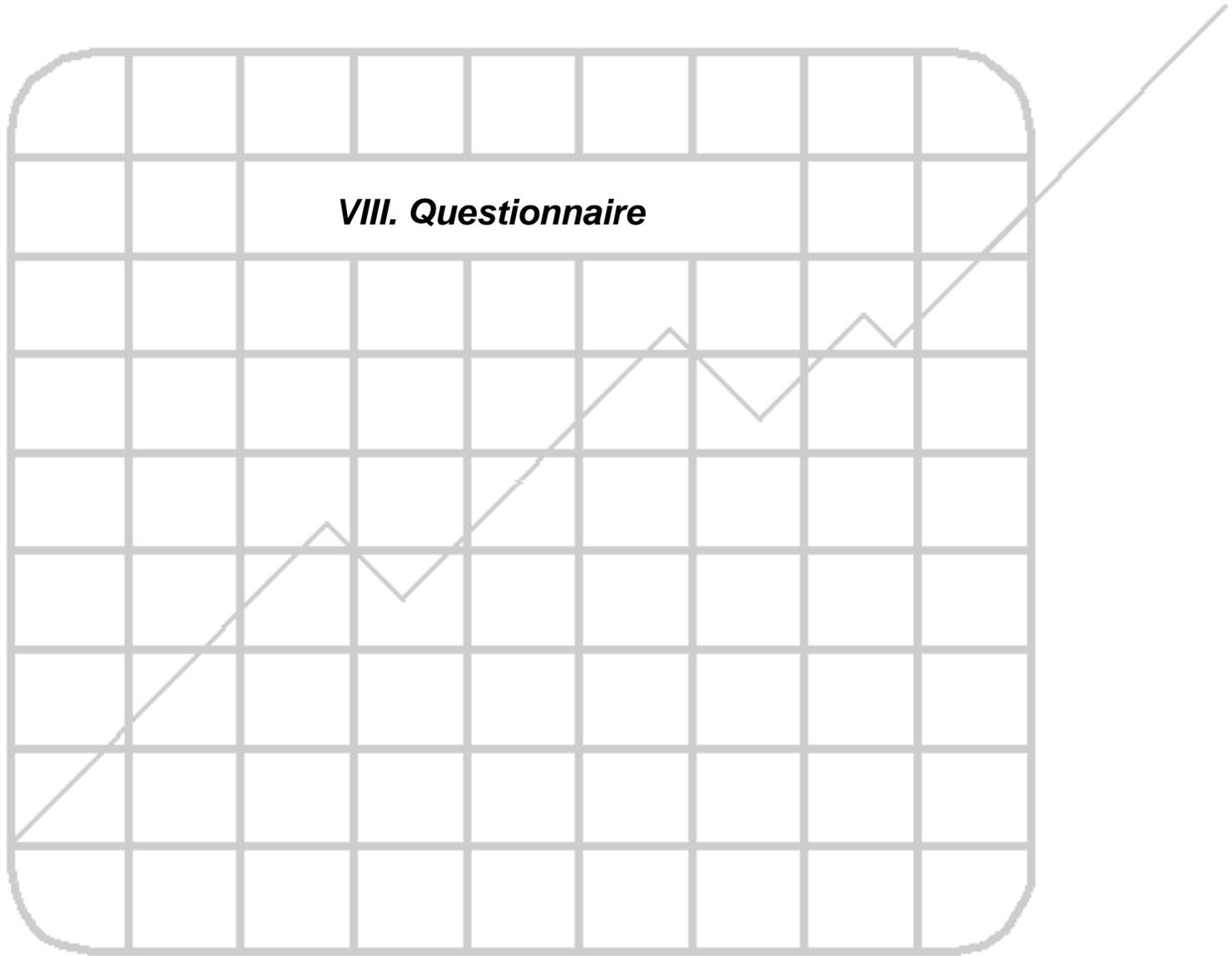
Education initiatives on the right track, presentations that are coming up C.R.D.L. office I think will be good.

They should make more opportunities for businesses in Northern New Mexico. Expand construction of Lab facilities outside Los Alamos County. Loosen protection policy.



## Demographics of Sample (Weighted)

	<i>Total Sample (n=224)</i>
<b><u>Gender</u></b>	
Male	60%
Female	40%
<b><u>County</u></b>	
Santa Fe	32%
Los Alamos	24%
Rio Arriba	20%
Other New Mexico	16%
Taos	7%
<b><u>Organizational Sector</u></b>	
Economic/Business	29%
Government	25%
Education	25%
Tribal	15%
Special Interest Groups	7%



**Los Alamos National Laboratory Community Leaders  
August 2009  
FINAL  
N = 302 possible**

**Hello, may I speak to (name on list)?** (IF UNAVAILABLE, ASK FOR A GOOD TIME TO CALL BACK OR SCHEDULE AN APPOINTMENT WITH THE SECRETARY)

**Hello. My name is *YOUR NAME* . I'm calling on behalf of Los Alamos National Laboratory. We are conducting a survey among community leaders, such as yourself throughout the Northern New Mexico region. The Laboratory would appreciate your opinions on some key issues. Perhaps you recall recently receiving a letter from the Laboratory about this study.**

**A. NOTE TO POLLER: WHICH COUNTY IS THIS?**

1. Los Alamos
2. Rio Arriba
3. Santa Fe
4. Sandoval
5. Taos
6. San Miguel
7. Mora
8. Other New Mexico
9. Other Out-of-State

**B. NOTE TO POLLER: WHICH ORGANIZATIONAL SECTOR IS THIS?**

1. Governmental (Possible 84)
2. Economic/business (Possible 77)
3. Education (Possible 77)
4. Tribal (Possible 53)
5. Special Interest Groups (Possible 16)

1. **What would you say is the single biggest challenge facing Northern New Mexico today? (DO NOT READ CATEGORIES. UP TO 3 RESPONSES)**

**Crime:**

- 001. Illegal drug use
- 002. Crime rate
- 003. Gangs
- 004. DWI rate
- 005. Police/legal system
- 006. Violent crime

**Social/Cultural:**

- 007. Alcoholism
- 008. Programs/activities for youth
- 009. Domestic violence/family problems
- 010. Welfare reform

**Economy:**

- 011. Economy: weak
- 012. Lack of skilled labor/labor force
- 013. Local government budget deficit
- 014. Non-availability of good jobs
- 015. Lack of training for good jobs
- 016. Lack of effective workforce development programs/training for unemployed
- 017. Taxes are high/unreasonable
- 018. Cost of housing is high/unreasonable
- 019. Availability of low income/affordable homes

- 499. Nothing in particular
- 500. Don't know/won't say

Other (*SPECIFY*) \_\_\_\_\_

- 020. Cost of living is high/unreasonable
- 021. Not enough private business
- 022. Lack of economic opportunities
- 023. Economic diversification
- 024. Growing too big/too fast
- 025. Low wages
- 026. Limited economic opportunities

**Education:**

- 027. Educational system is poor
- 028. Quality of school facilities
- 029. Quality of teachers
- 030. Low pay for teachers

**Environment:**

- 031. Fire/risk of fire
- 032. Environment/polluted air
- 033. Drought
- 034. Nuclear waste transport
- 035. WIPP/radioactive waste

**Miscellaneous:**

- 036. Affordable day care
- 037. Lack of services for the disabled
- 038. Lack of services for elderly
- 039. Gambling/lottery
- 040. People don't vote

- 041. Government/political leadership is incompetent
- 042. Government/political leadership is crooked
- 043. Gun control
- 044. Healthcare reform
- 045. High price of gasoline/fuel
- 046. Homeless
- 047. Illiteracy
- 048. Land development out of control
- 049. Master planning
- 050. Military presence
- 051. Sewers/drains
- 052. Tourism is ruining the area
- 053. Decline of workplace values

**Traffic:**

- 054. Noise
- 055. Congestion
- 056. Roads/streets/highways are bad
- 057. Constant street maintenance/orange barrels
- 058. Bridges ruining environment/atmosphere

**Water:**

- 059. Water shortages/reserves
- 060. Don't have city water utilities
- 061. Water quality/pollution

2. **Generally, what is your impression of Los Alamos National Laboratory? Using a 5-point scale in which 5 is *very favorable* and 1 is *very unfavorable*, what is your impression of Los Alamos National Laboratory?**

<u>Very Favorable</u>		<u>Very Unfavorable</u>		<u>Don't Know/ Won't Say</u>
5 .....	4 .....	3 .....	2 .....	1 .....
				6

3. **Companies, like individuals, can be members of the community. How would you rate Los Alamos National Laboratory as a corporate citizen in Northern New Mexico? Please use a 5-point scale where 5 means Los Alamos National Laboratory is *outstanding* and 1 means they are *unacceptable*.**

<u>Outstanding</u>		<u>Unacceptable</u>		<u>Don't Know/ Won't Say</u>
5 .....	4 .....	3 .....	2 .....	1 .....
				6

4. **Using a 5-point scale where 5 is *very favorable* and 1 is *very unfavorable*, what is your overall impression of the Laboratory's Management and Operations contractor, Los Alamos National Security, LLC?**

<u>Very Favorable</u>		<u>Very Unfavorable</u>		<u>Don't Know/ Won't Say</u>
5 .....	4 .....	3 .....	2 .....	1 .....
				6

5. **What are the top three ways that you receive information about Los Alamos National Laboratory? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)**

- |   |   |
|---|---|
| 001. Newspapers<br>002. Television<br>003. Radio<br>004. Internet<br>005. Laboratory website<br>006. Laboratory meetings<br>007. Quarterly Regional leaders' breakfast<br>008. Other meetings/talks | 009. Newspaper advertising<br>010. Neighbors/friends/family<br>011. Press releases<br>012. Monthly electronic newsletter/Connections (email)<br>013. Daily electronic Newsbulletin (email)<br>014. I work there<br>015. Lab employees<br>016. Los Alamos Report |
|---|---|

500. Don't know/won't say

Other (SPECIFY) \_\_\_\_\_

**6. In what ways would you prefer to receive information about LANL and the programs and services the Lab offers? (DO NOT READ CATEGORIES) (TAKE UP TO 3 RESPONSES)**

- |  |  |
|--|--|
| 001. Newspapers                            | 009. Newspaper advertising                             |
| 002. Television                            | 010. Neighbors/friends/family                          |
| 003. Radio                                 | 011. Press releases                                    |
| 004. Internet                              | 012. Monthly electronic newsletter/Connections (email) |
| 005. Laboratory website                    | 013. Daily electronic Newsbulletin (email)             |
| 006. Laboratory meetings                   | 014. I work there                                      |
| 007. Quarterly Regional leaders' breakfast | 015. Lab employees                                     |
| 008. Other meetings/talks                  | 016. Los Alamos Report                                 |
| 500. Don't know/won't say                  |  |

Other (SPECIFY) \_\_\_\_\_

**I'm going to read you a list of items about Los Alamos National Laboratory and please tell me how satisfied you are with each one. (READ STATEMENT, THEN ASK.....) Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?**

(RANDOMIZE)	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
7. The Lab's efforts to purchase goods and services from businesses in Northern New Mexico communities during the last year.....	4.....	3.....	2.....	1.....	5
8. The Lab's efforts to listen to the perspectives of the Northern New Mexico community.....	4.....	3.....	2.....	1.....	5
9. The Lab's efforts to respond to the perspectives of the Northern New Mexico community.....	4.....	3.....	2.....	1.....	5
10. The overall impact that the Lab has on the economy of the Northern New Mexico community.....	4.....	3.....	2.....	1.....	5
11. The Lab's efforts to provide effective environmental stewardship, monitoring, and remediation.....	4.....	3.....	2.....	1.....	5

12. **The Lab’s involvement in Northern New Mexico through programs such as school and holiday drives, United Way Campaigns and other charitable programs** ..... 4..... 3..... 2..... 1..... 5
13. **The overall impact that the Lab has on education in the Northern New Mexico community** ..... 4..... 3..... 2..... 1..... 5

Generally, how would you rate the effectiveness of Los Alamos National Laboratory partnerships? Would you say the following partnerships have been *very effective*, *somewhat effective*, *somewhat ineffective* or *very ineffective*? The first is Los Alamos National Laboratory’s partnership...

- | (RANDOMIZE)   | <u>Very Effective</u> | <u>Somewhat Effective</u> | <u>Somewhat Ineffective</u> | <u>Very Ineffective</u> | <u>Don't Know/<br/>Won't Say</u> |
|---|-----------------------|---------------------------|-----------------------------|-------------------------|----------------------------------|
| 14. <b>With the business community in Northern New Mexico</b> .....                           | 4                     | 3                         | 2                           | 1                       | 5                                |
| 15. <b>With the school districts, colleges, and universities in Northern New Mexico</b> ..... | 4                     | 3                         | 2                           | 1                       | 5                                |
| 16. <b>With local county and municipal governments in Northern New Mexico</b> .....           | 4                     | 3                         | 2                           | 1                       | 5                                |
| 17. <b>With Tribal governments and Tribal agencies</b> .....                                  | 4                     | 3                         | 2                           | 1                       | 5                                |
| 18. <b>With State government agencies</b> .....   | 4                     | 3                         | 2                           | 1                       | 5                                |
| 19. <b>With the State Legislature</b> .....   | 4                     | 3                         | 2                           | 1                       | 5                                |
| 20. <b>With community nonprofit organizations</b> .....                                       | 4                     | 3                         | 2                           | 1                       | 5                                |

Please rate if you are *very satisfied*, *somewhat satisfied*, *somewhat dissatisfied*, or *very dissatisfied* with Los Alamos National Laboratory's efforts in the following areas.

(RANDOMIZE)	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know/ Won't Say</u>
21. The efforts of Los Alamos National Laboratory to support education activities such as grants and the LANL Employees Scholarship Fund .....	4	3	2	1	5
22. The education programs offered by LANL such as the Bradbury Museum, Math and Science Academy, Adventures in Supercomputing Challenge, and partnerships with New Mexico Colleges and Universities .....	4	3	2	1	5
23. The methods available to you to communicate with Los Alamos National Laboratory to voice your needs, concerns, and ideas .....	4	3	2	1	5
24. The contributions of LANL employees to the community through donations and volunteerism.....	4	3	2	1	5
25. The Lab's economic development programs such as Northern New Mexico Connect, New Mexico Small Business Assistance, Supplier Forums and Lab Start .....	4	3	2	1	5
26. Do you have any other comments or suggestions that you would like to make about the Lab's efforts in improving community involvement, regional economic development, community giving or education initiatives?					
_____					
_____					
_____					
999. No other comments/suggestions					

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**THIS CONCLUDES OUR SURVEY. THANK YOU FOR YOUR TIME. HAVE A GOOD DAY.**

**NOTE TO INTERVIEWER, WAS RESPONDENT:**

1. Male
2. Female

**Respondent's Phone Number** \_\_\_\_\_

**Interviewer Name** \_\_\_\_\_

**Interviewer Code** \_\_\_\_\_